

# *2005 DirectionFinder Survey*

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## **Final Report**



conducted for

The City of Durham, NC

By

**ETC Institute**

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# ***2005 DirectionFinder<sup>®</sup> Survey***

## **Executive Summary Report**

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### **Overview and Methodology**

During December 2005, ETC Institute administered a *DirectionFinder*<sup>®</sup> Survey for the City of Durham to assess citizen satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing planning process.

The seven-page survey was mailed to a random sample of 1,200 households in the City of Durham. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 214 completed the survey by phone and 212 returned it by mail for a total of 426 completed surveys (36% response rate). The results for the random sample of 426 households have a 95% level of confidence with a precision of at least +/- 4.8%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).

This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- importance-satisfaction analysis to help the City use survey data to set priorities
- tabular data for the overall results to each question of the survey
- a copy of the survey instrument.

***Interpretation of “Don’t Know” Responses.*** The percentage of persons who gave “don’t know” responses is important because it often reflects the level of utilization of City services. For graphical purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons among different services that are provided by the City. The percentage of “don’t know” responses for each question is provided in the

Tabular Data Section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

## Major Findings

- **Residents were generally satisfied with services provided by the City of Durham.** Seventy-seven percent (77%) of the residents surveyed *who had an opinion* were satisfied with the quality of fire protection and rescue services provided by the City. Sixty-two percent (62%) were satisfied with the quality of water and sewer services. Residents were less satisfied with maintenance of City streets and infrastructure (23%).
- **Overall perceptions of life in the City of Durham** Sixty-nine percent (69%) of the residents surveyed *who had an opinion* rated the City as an “excellent” or “good” place to work, and 68% rated it as an “excellent” or “good” place to live.
- **Residents perception of various issues concerning the City were mixed.** Two-thirds (67%) of the residents surveyed *who had an opinion* were satisfied with the quality of their neighborhood. Fifty-five percent (55%) of those surveyed were satisfied with overall services provided by the City, and 49% were satisfied with the quality of life in Durham. Residents were least satisfied with the overall image of the City (25%).
- **Feelings of Safety.** Seventy-eight percent (78%) of residents surveyed *who had an opinion* felt “very safe” or “safe” walking their neighborhood during the day. Forty-eight percent (48%) felt safe visiting the City’s recreation centers and 47% felt safe walking in the nearest City park during the day. Residents felt least safe (13%) walking alone in the nearest City park at night.
- **City Communication.** The highest levels of satisfaction with City Communication based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, were with the availability of information about City programs and services (49%). Forty-three percent (43%) were satisfied with the City’s efforts to keep them informed on local issues, and 31% were satisfied with the level of public involvement in local decisions.
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation in City of Durham based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, were the greenways and trails in the City (52%), the City parks (50%), and the City recreation centers (48%). Residents were less satisfied with the City swimming pools (37%).

- **City Maintenance.** The highest levels of satisfaction with City maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses of residents who had an opinion, were the condition of street signs and traffic signals (52%), the mowing and trimming along city streets and public areas (45%), and the condition of streets in their neighborhood (40%). Residents were least satisfied with street maintenance and repair (19%).
- **Code Enforcement.** The highest levels of satisfaction with Code Enforcement based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, did not vary greatly. The highest level of satisfaction was with enforcing the mowing of weeds on private property (35%). The lowest was with the City’s efforts to remove inoperative vehicles (32%).
- **City Utilities Services.** The highest levels of satisfaction with City utility services based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, were City trash collection services (84%), the City curbside recycling (82%), and the quality of drinking water (69%). Residents were less satisfied with bulky item pick up and removal services (54%).

## **Other**

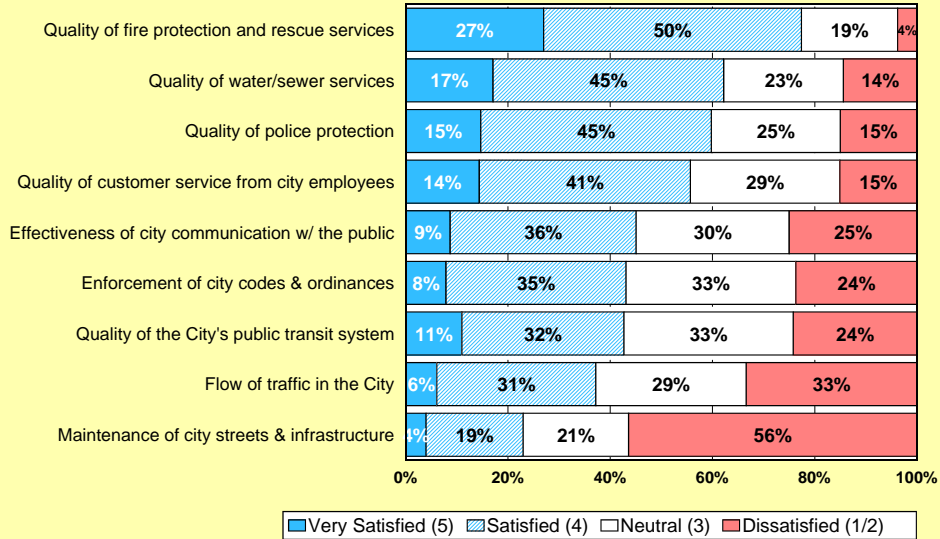
- Residents currently get their information about the City primarily from television news (67%), and from the Herald Sun Newspaper (57%).
- 12% of residents were seriously inconvenienced by standing water after every rain.
- 31% of residents were “very willing” or “willing” to pay a slight tax increase to fund improvements to City services in Durham, 32% were “not sure,” and 37% were “not willing.”
- 40% of residents were “very willing” or “willing” to pay fees to fund improvements to City services in Durham, 33% were “not sure,” and 27% were “not willing.”

*Section 1:*  
***Charts and Graphs***

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## Q1. Overall Satisfaction with Various City Services Provided by the City of Durham

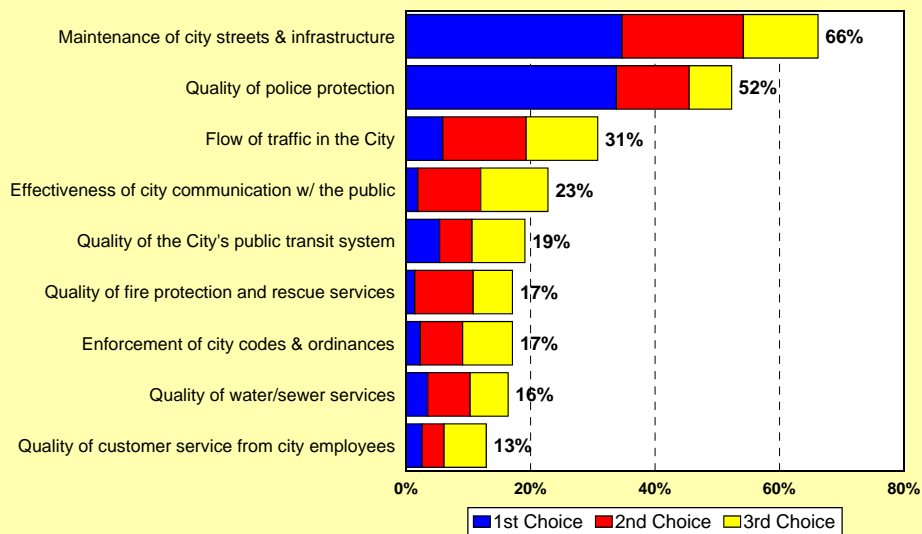
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Durham 2005)

## Q2. City Services that Should Receive the Most Emphasis From City Leaders Over the Next Two Years

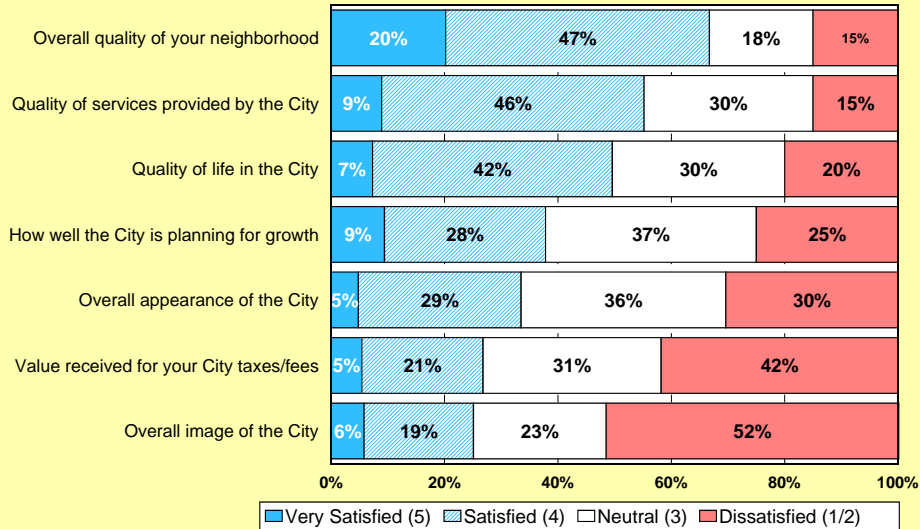
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (City of Durham 2005)

### Q3. Satisfaction with Items that Influence the Perceptions Residents have of the City of Durham

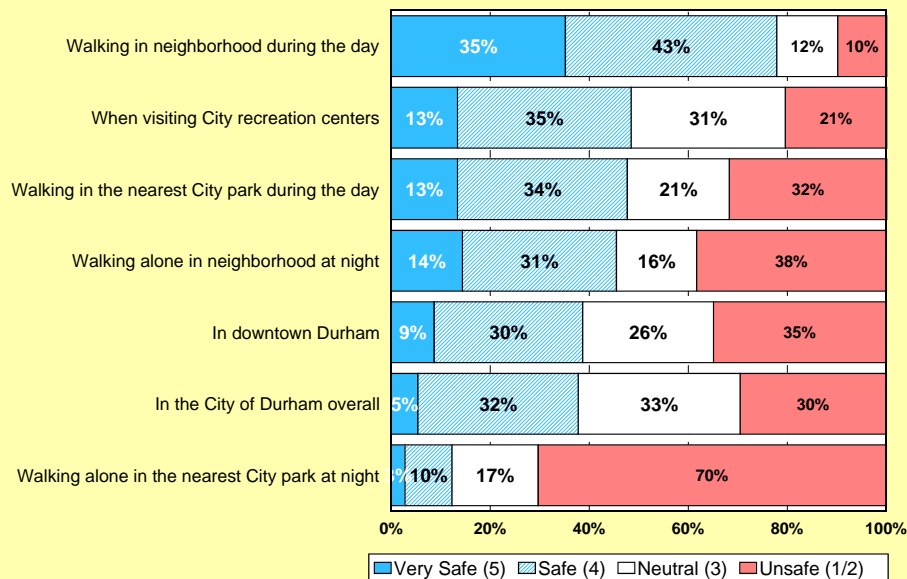
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Durham 2005)

### Q4. The Overall Feeling of Safety in Various Situations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)

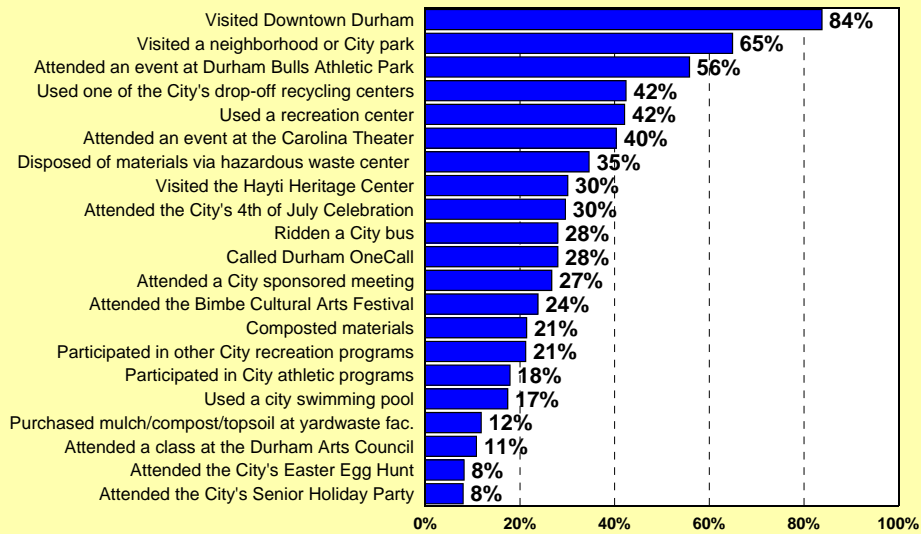


Source: ETC Institute (City of Durham 2005)



## Q5. Various Activities Respondent Households Have Done

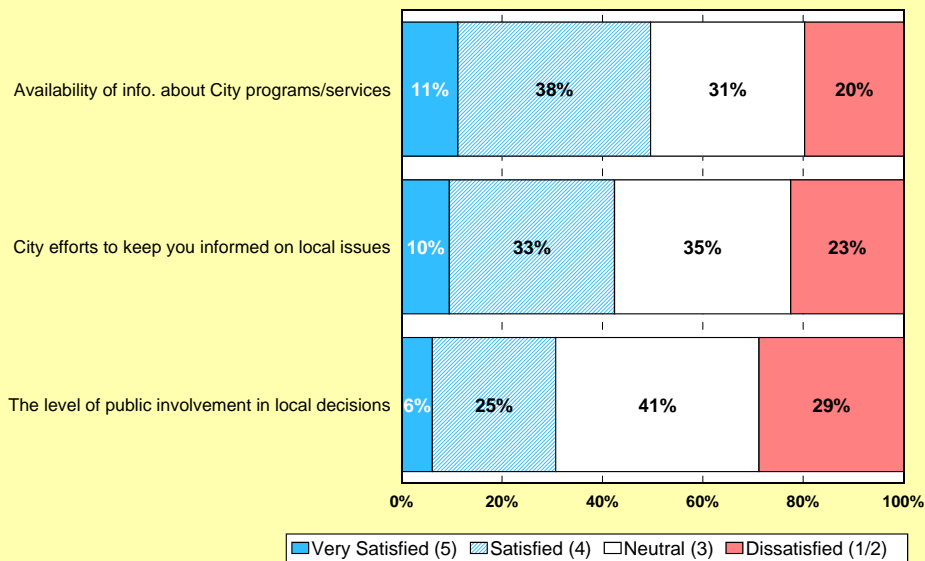
by percentage of respondents who have done various activities (multiple selections could be made)



Source: ETC Institute (City of Durham 2005)

## Q6. Satisfaction with Communication

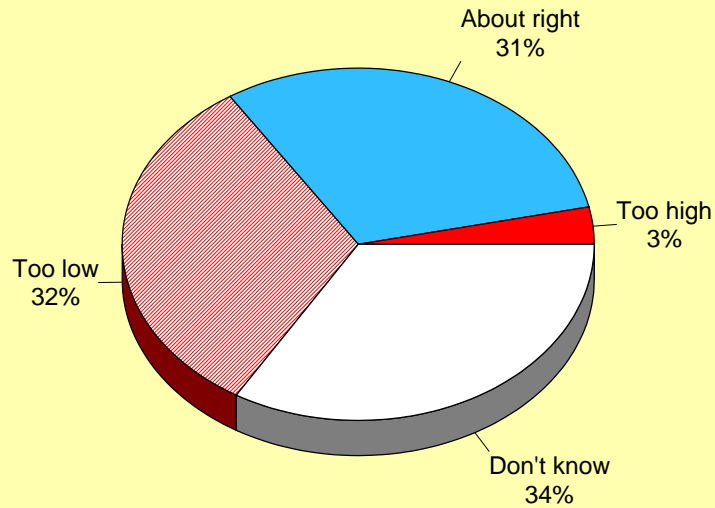
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Durham 2005)

### Q7. How Respondents Feel About the Level of Public Involvement in the City of Durham

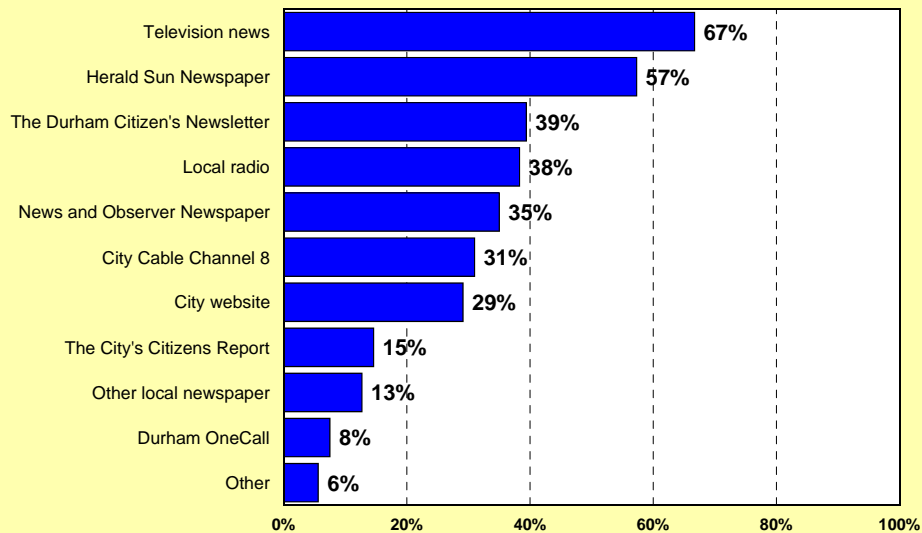
by percentage of respondents



Source: ETC Institute (City of Durham 2005)

### Q8. Sources of Information Residents Currently Use to Get Information About the City of Durham

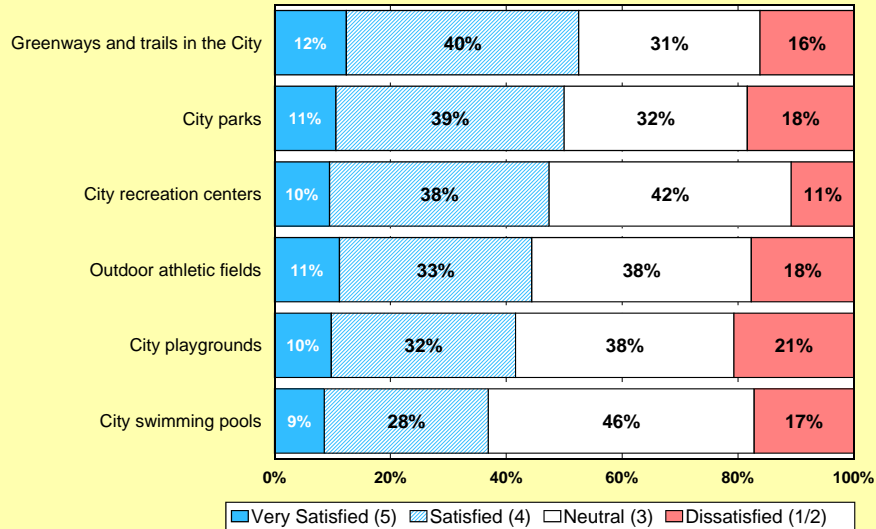
by percentage of respondents



Source: ETC Institute (City of Durham 2005)

### Q9. Satisfaction with Parks and Recreation

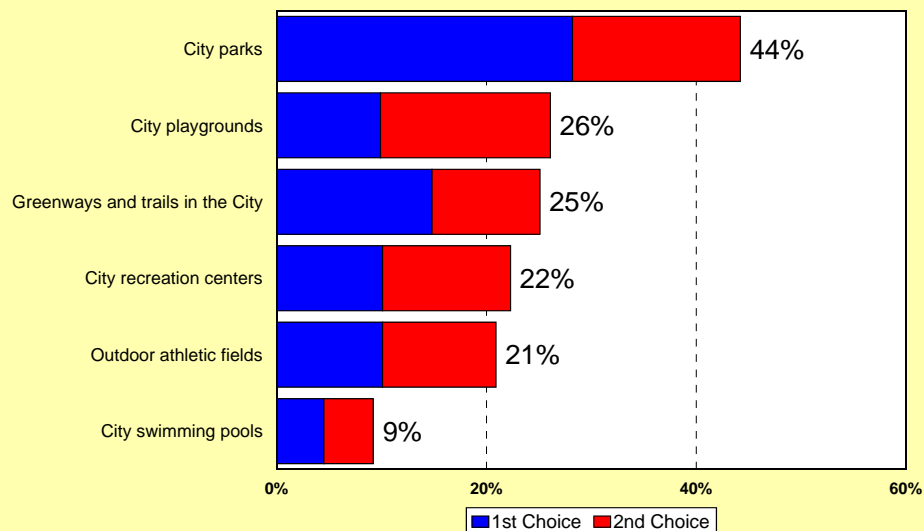
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Durham 2005)

### Q10. Parks and Recreation Items that Should Receive the Most Emphasis From City Leaders Over the Next Two Years

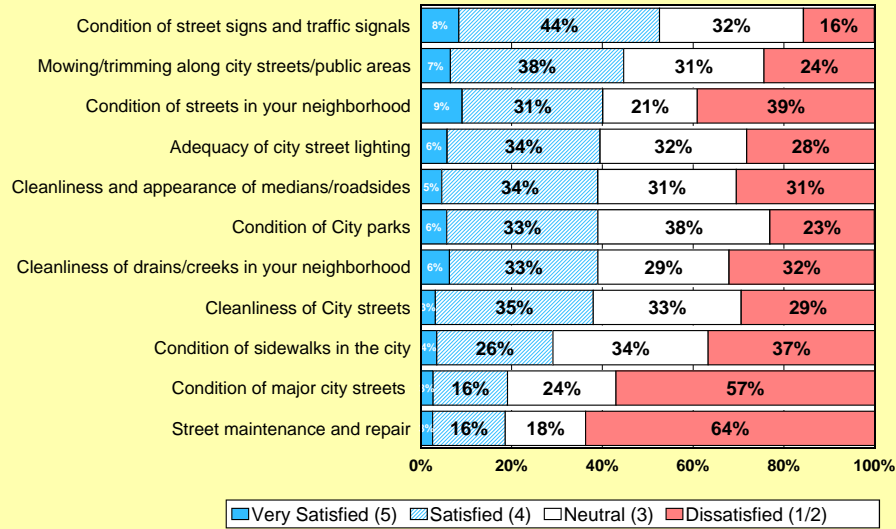
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (City of Durham 2005)

## Q11. Satisfaction with City Maintenance

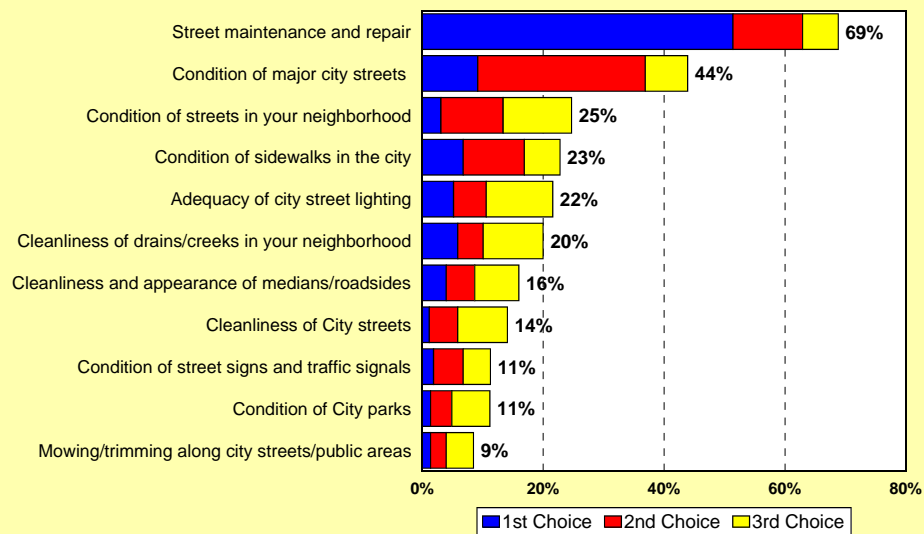
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Durham 2005)

## Q12. Maintenance Items that Should Receive the Most Emphasis From City Leaders Over the Next Two Years

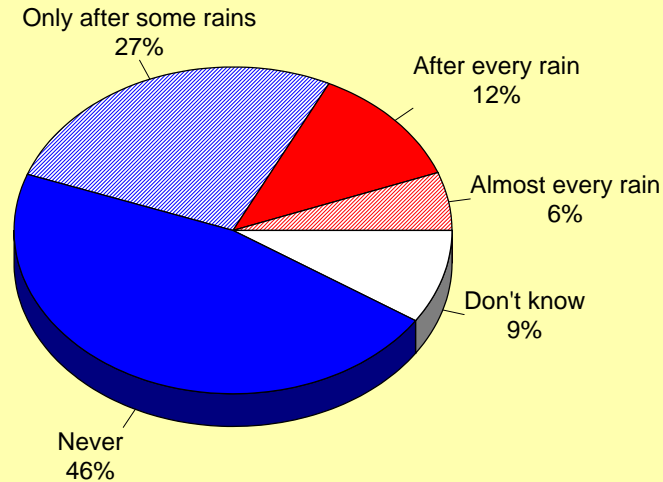
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (City of Durham 2005)

**Q13. How Often During the Past Year Have You Been Seriously Inconvenienced by Standing Water in the Streets of Your Neighborhood After a Rainstorm?**

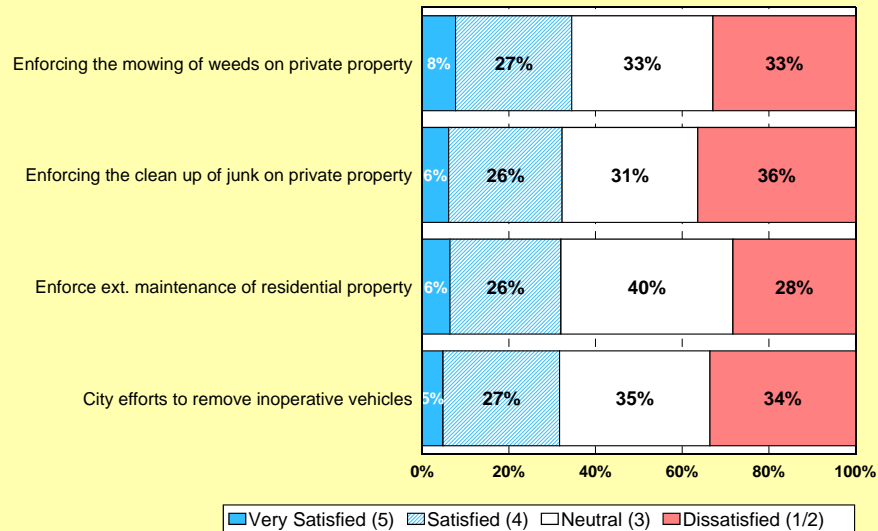
by percentage of respondents



Source: ETC Institute (City of Durham 2005)

**Q14. Satisfaction with Code Enforcement**

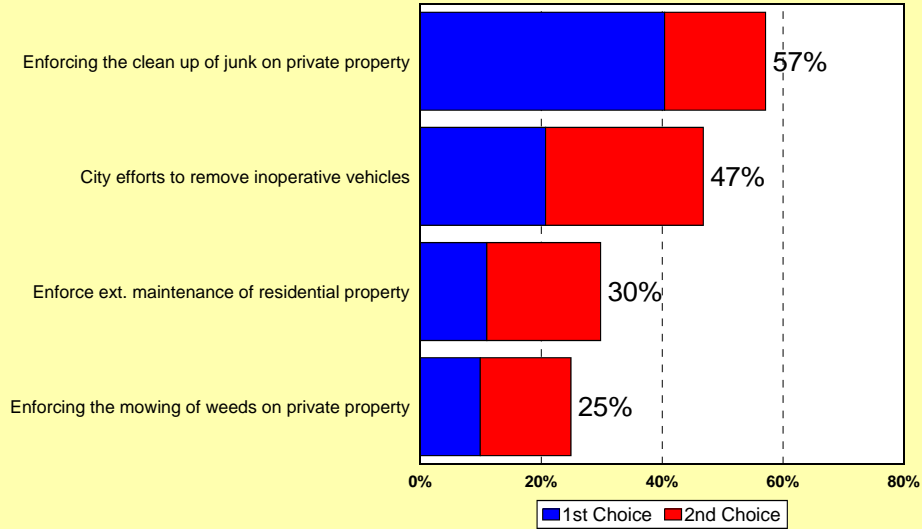
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Durham 2005)

### Q15. Code Enforcement Items that Should Receive the Most Emphasis From City Leaders Over the Next Two Years

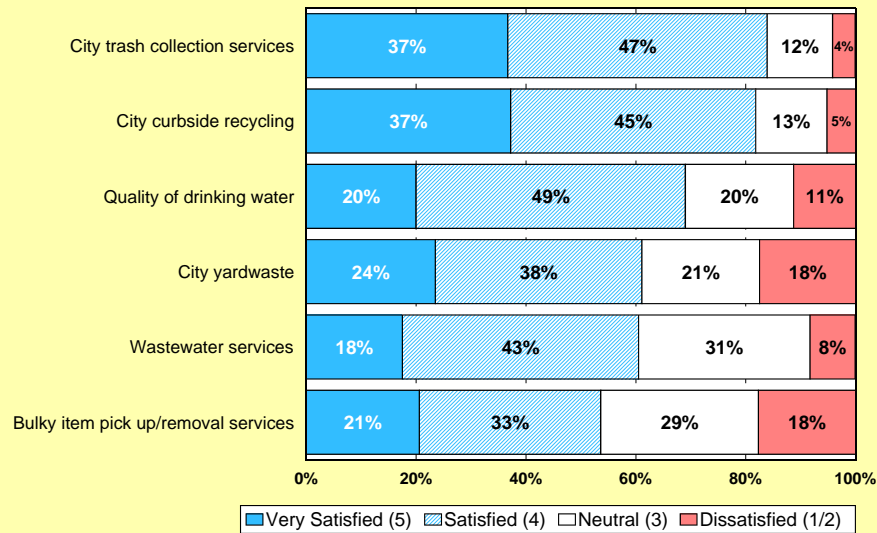
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (City of Durham 2005)

### Q16. Satisfaction with City Utility Services

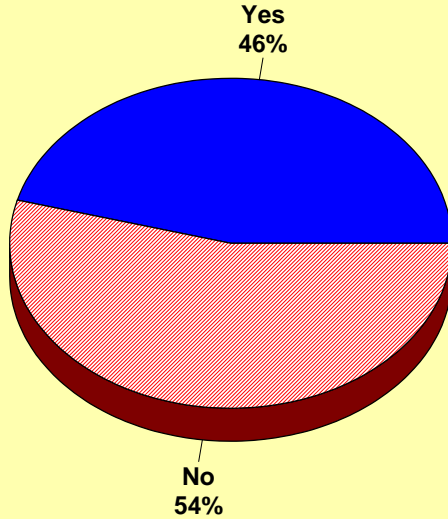
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (City of Durham 2005)

### Q17. Have You Contacted the City of Durham with a Question, Problem, or Complaint During the Past Year?

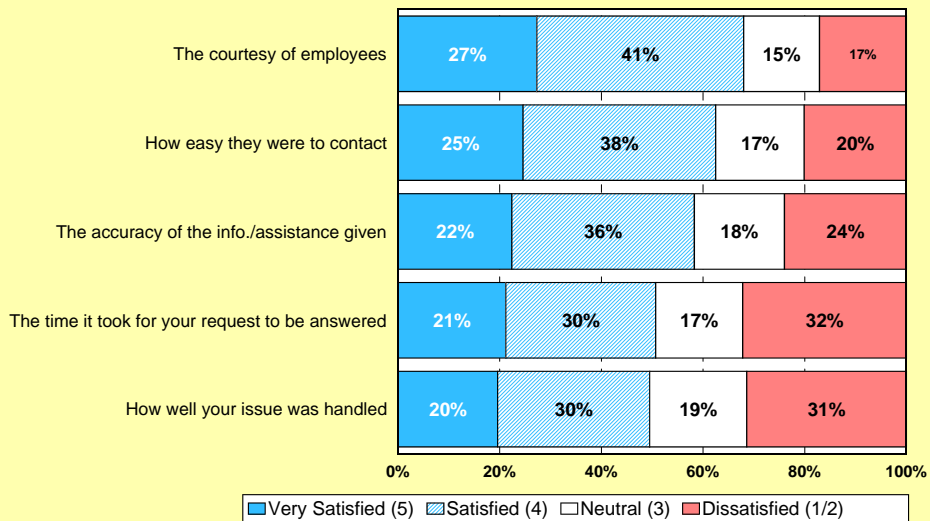
by percentage of respondents



Source: ETC Institute (City of Durham 2005)

### Q17a. Satisfaction with the Quality of Customer Service Received from City Employees

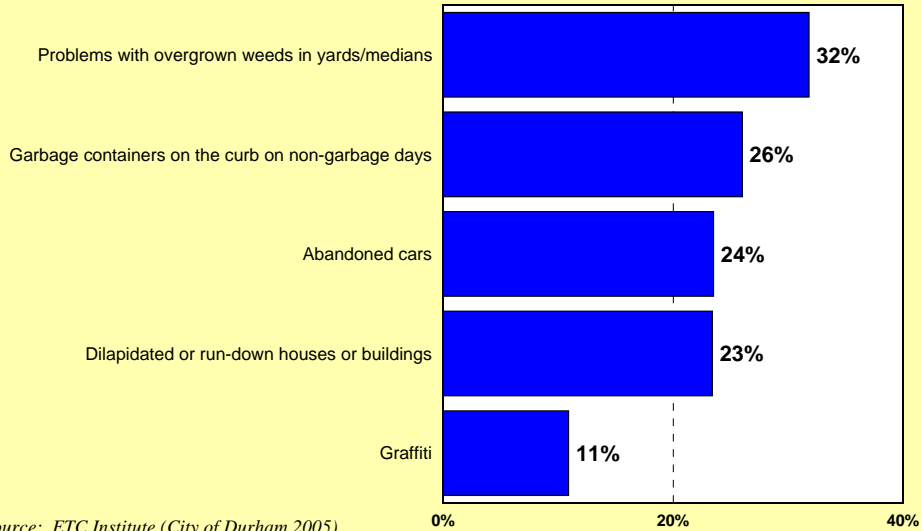
by percentage of respondents who contacted the city (excluding don't knows)



Source: ETC Institute (City of Durham 2005)

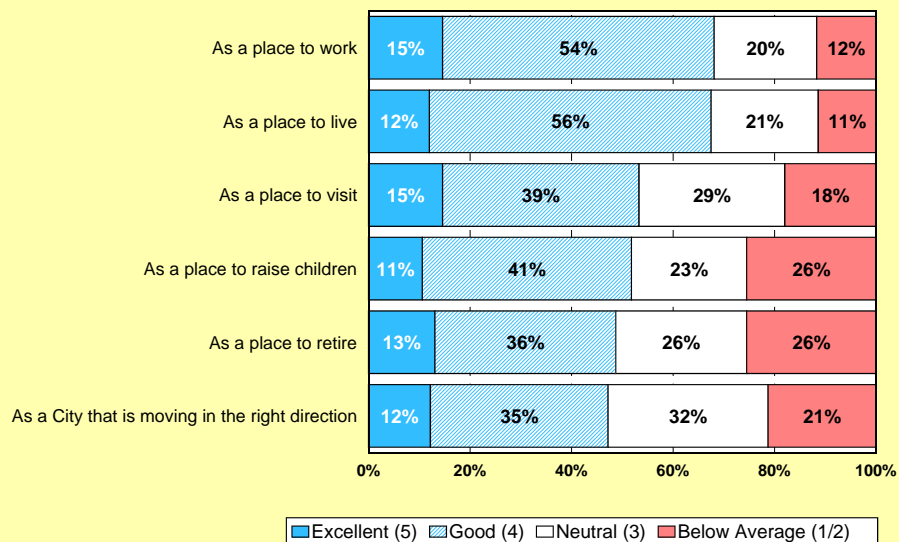
### Q18. Percentage of Residents Who Thought Various Issues Were Problems in Their Neighborhood

by percentage of respondents  
(multiple selections could be made)



### Q19. How Residents Perceive the City of Durham

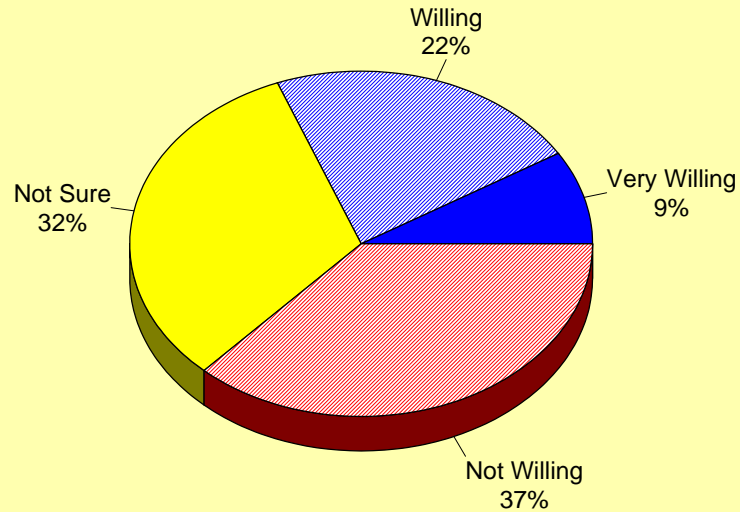
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)





**Q20. Willingness to Pay a Slight Tax Increase to Fund Improvements to City Services in Durham**

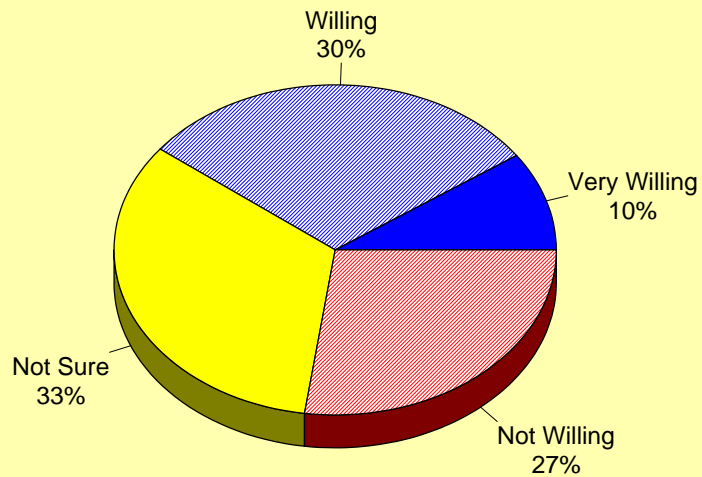
by percentage of respondents



Source: ETC Institute (City of Durham 2005)

**Q21. Willingness to Pay Fees to Fund Improvements to City Services in Durham**

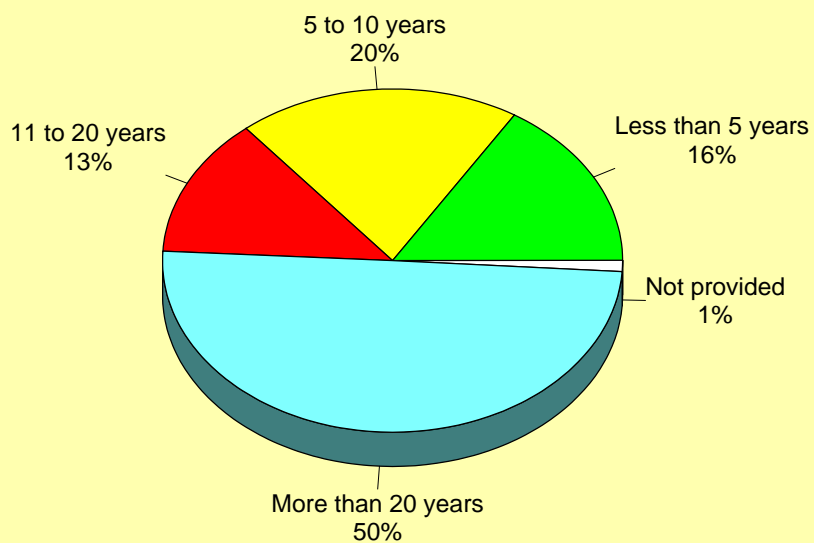
by percentage of respondents



Source: ETC Institute (City of Durham 2005)

### Demographics: How Many Years have You Lived in the City of Durham?

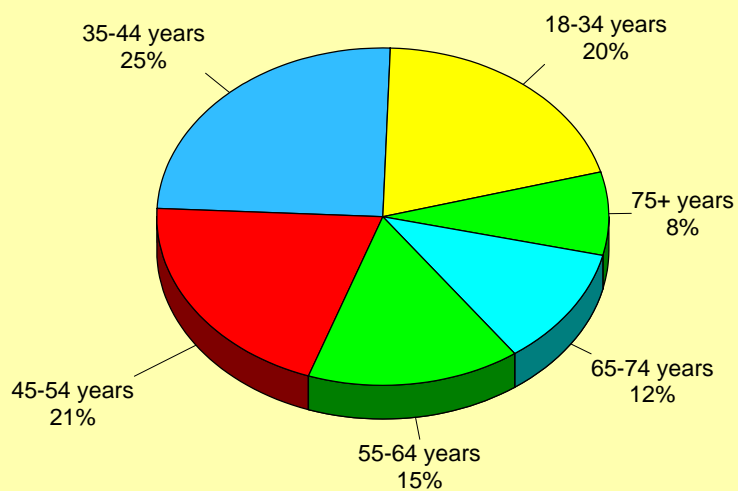
by percentage of respondents



Source: ETC Institute (City of Durham 2005)

### Demographics: Ages Respondents

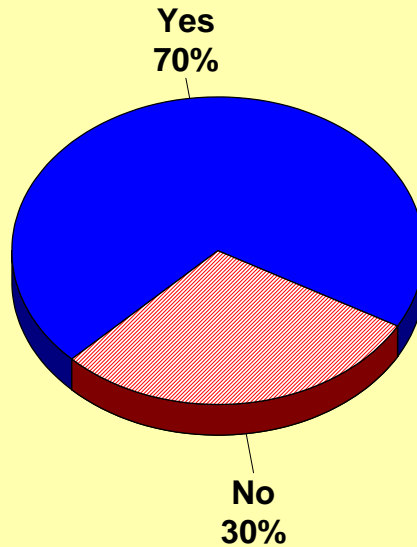
by percentage of respondents



Source: ETC Institute (City of Durham 2005)

### Demographics: Do You have Access to the Internet at Home?

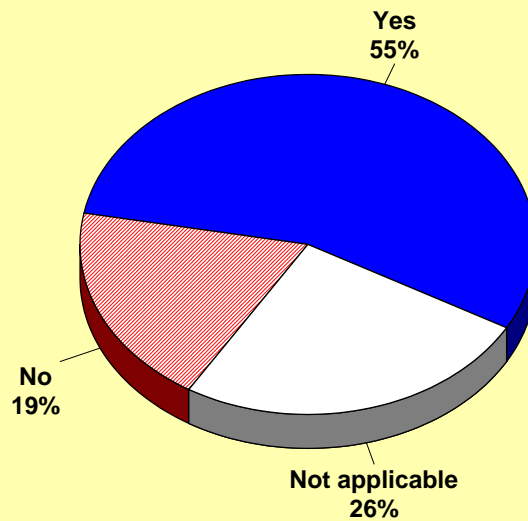
by percentage of persons in households



Source: ETC Institute (City of Durham 2005)

### Demographics: Do You have Access to the Internet at Work?

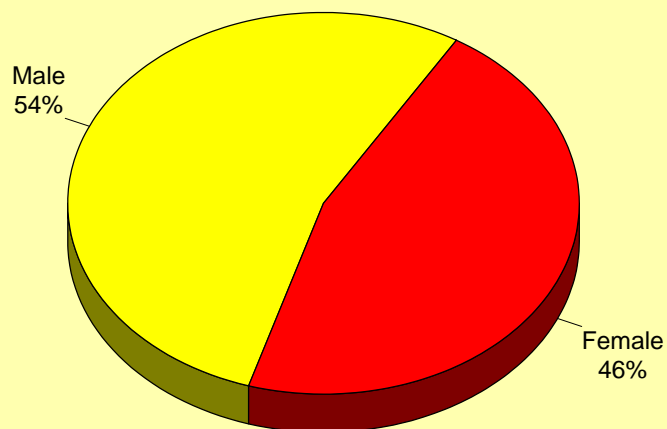
by percentage of persons in households



Source: ETC Institute (City of Durham 2005)

## Demographics: Gender of the Respondents

by percentage of respondents

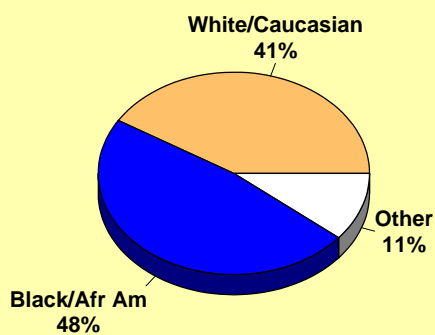


Source: ETC Institute (City of Durham 2005)

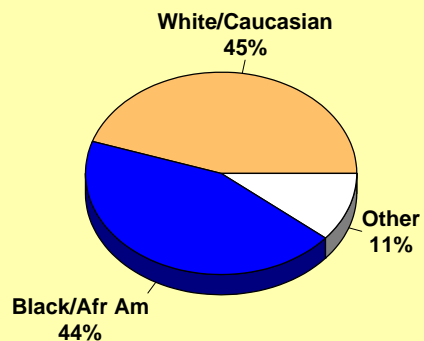
## Demographics: Race

by percentage of respondents (multiple choices could be made)

### 2005 Survey



### 2003 Census Estimate



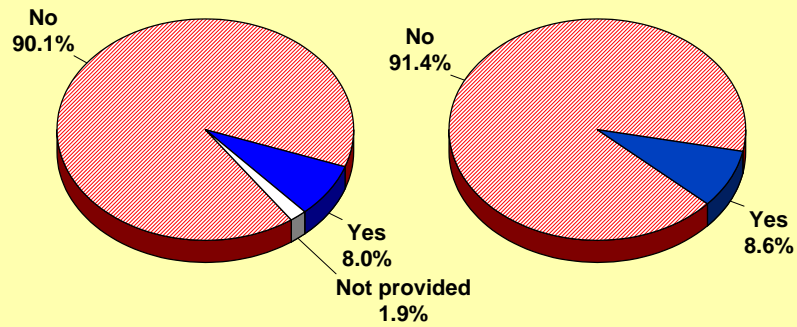
Source: ETC Institute (City of Durham 2005)

### Demographics: Are You of Hispanic, Latino, or Other Spanish Ancestry

by percentage of respondents

**2005 Survey**

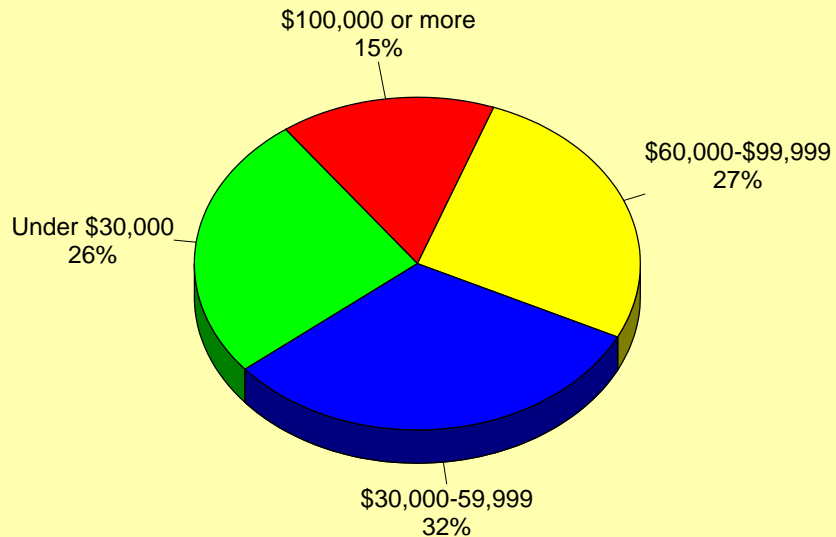
**2003 Census Estimate**



Source: ETC Institute (City of Durham 2005)

### Demographics: Total Annual Household Income

by percentage of respondents excluding "no response"



Source: ETC Institute (City of Durham 2005)

*Section 2:*  
***Importance-Satisfaction  
Analysis***

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# Importance-Satisfaction Analysis

## Durham, North Carolina

### Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding 'don't knows'). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation.** Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Seventeen percent (17%) ranked *the enforcement of codes and ordinances* as the most important service to emphasize over the next two years.

With regard to satisfaction, *the enforcement of codes and ordinances* was ranked seventh overall with 43% rating *the enforcement of codes and ordinances* as a "4" or a "5" on a 5-point scale excluding "Don't know" responses. The I-S rating for *the enforcement of codes and ordinances* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 17% was multiplied by 57% (1-0.43). This

calculation yielded an I-S rating of 0.0969, which was ranked sixth out of nine major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

## **Interpreting the Ratings**

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis ( $IS \geq 0.20$ )*
- *Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )*
- *Maintain Current Emphasis ( $IS < 0.10$ )*

The results for Durham are provided on the following pages.



# Importance-Satisfaction Rating

City of Durham - 2005

## OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt; .20)</u></b>						
Maintenance of city streets	66%	1	23%	9	0.5082	1
Overall quality of police protection	52%	2	60%	3	0.2080	2
<b><u>High Priority (IS .10-.20)</u></b>						
Flow of traffic in the city	31%	3	37%	8	0.1953	3
Effectiveness of city communication w/ public	23%	4	45%	4	0.1265	4
Quality of the City's public transit system	19%	5	43%	6	0.1083	5
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Enforcement of city codes/ordinances	17%	6	43%	7	0.0969	6
Quality of city water/sewer utilities	16%	8	62%	2	0.0608	7
Quality of customer service from City employees	13%	9	56%	4	0.0572	8
Overall quality of fire protection/rescue services	17%	7	77%	1	0.0391	9

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

City of Durham - 2005

## Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt; .20)</u></b>						
City Parks	44%	1	50%	2	0.2200	<b>1</b>
<b><u>High Priority (IS .10-.20)</u></b>						
City Playgrounds	26%	2	42%	5	0.1508	<b>2</b>
Greenways and trails in the City	25%	3	52%	1	0.1200	<b>3</b>
Outdoor athletic fields (e.g., baseball/soccer/etc.)	21%	5	44%	4	0.1176	<b>4</b>
City recreation centers	22%	4	47%	3	0.1166	<b>5</b>
<b><u>Medium Priority (IS &lt; .10)</u></b>						
City swimming pools	9%	6	37%	6	0.0567	<b>6</b>

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't'. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

# Importance-Satisfaction Rating

City of Durham - 2005

## City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt; .20)</u></b>						
Street maintenance and repair	69%	1	19%	10	0.5589	<b>1</b>
Condition of major city streets	44%	2	19%	11	0.3564	<b>2</b>
<b><u>High Priority (IS .10-.20)</u></b>						
Condition of sidewalks in the City	23%	4	29%	9	0.1633	<b>3</b>
Condition of streets in your neighborhood	25%	3	40%	3	0.1500	<b>4</b>
Adequacy of City street lighting	22%	5	40%	4	0.1320	<b>5</b>
Cleanliness of stormwater drains/creeks	20%	6	39%	5	0.1220	<b>6</b>
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Cleanliness & appearance of medians/roadsides	16%	7	39%	6	0.0976	<b>7</b>
Cleanliness of city streets	14%	8	38%	8	0.0868	<b>8</b>
Condition of city parks	11%	9	39%	7	0.0671	<b>9</b>
Condition of street signs and traffic signals	11%	10	53%	1	0.0517	<b>10</b>
Mowing and trimming along city streets/public areas	9%	11	45%	2	0.0468	<b>11</b>

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating

City of Durham - 2005

### Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcing the clean of debris on private property	57%	1	32%	2	0.3876	1
City efforts to remove inoperable vehicles	47%	2	32%	3	0.3196	2
Enforcing the ext. upkeep of residential property	30%	3	32%	4	0.2040	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Enforcing the mowing of grass on private property	25%	4	67%	1	0.0825	4

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

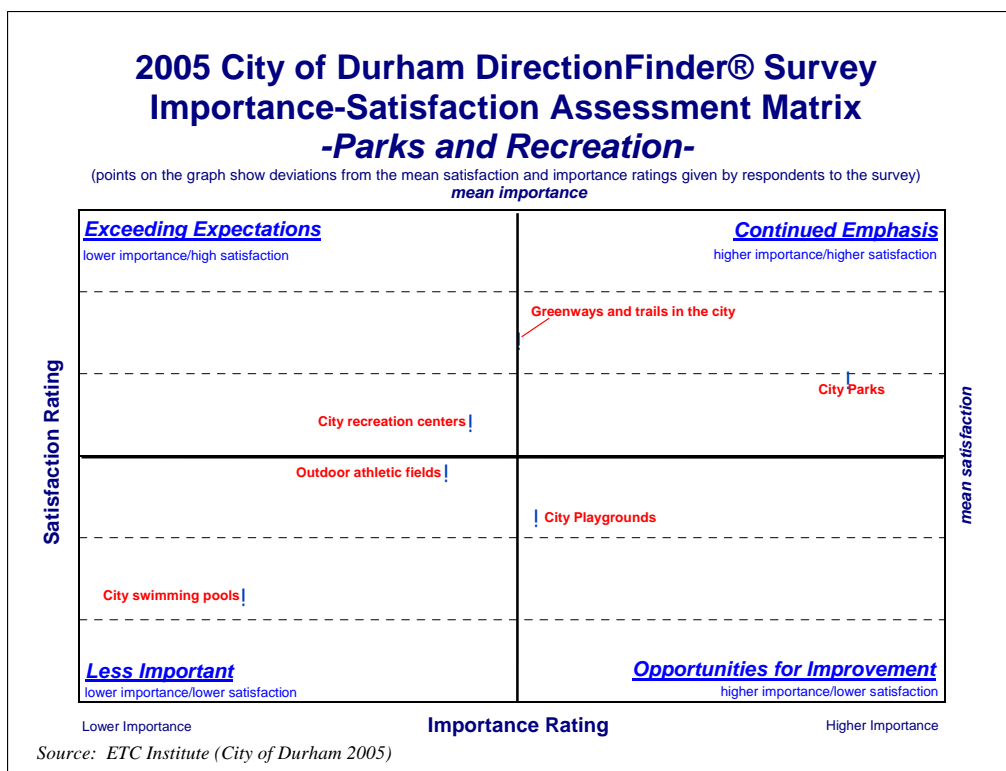
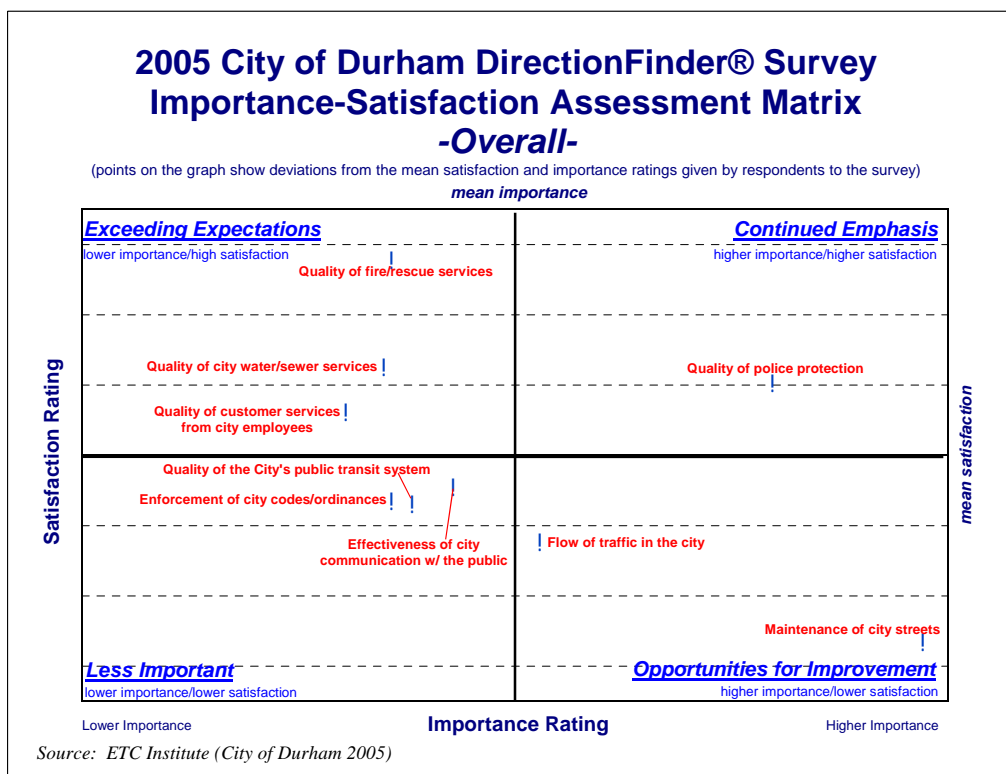
### **Importance-Satisfaction Matrix Analysis.**

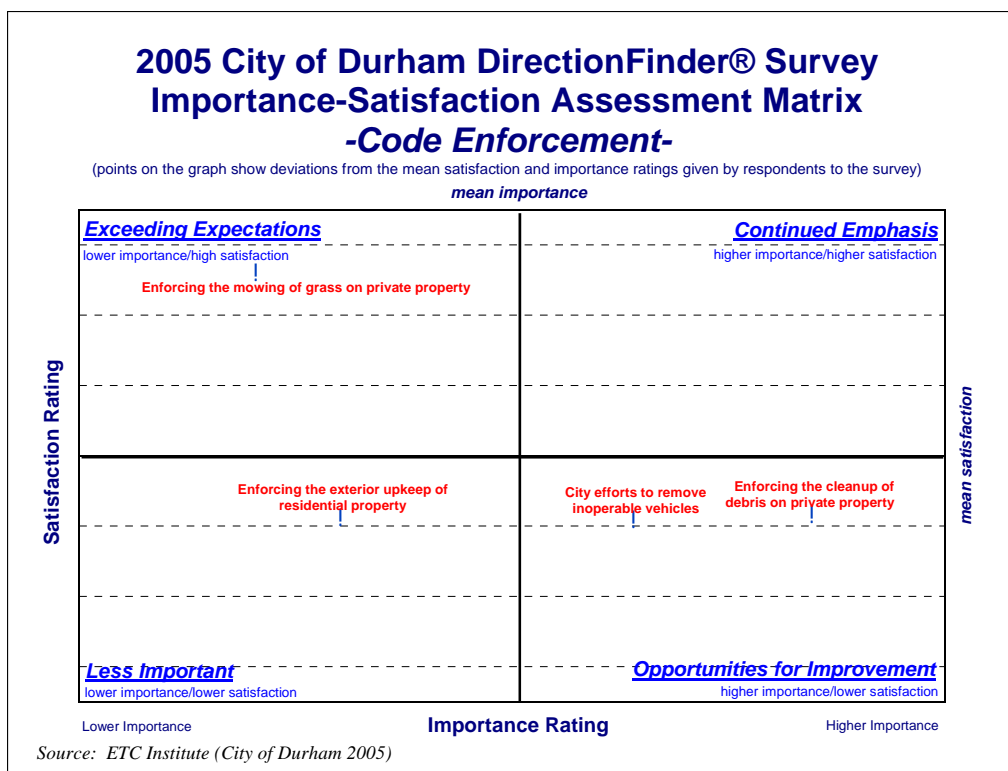
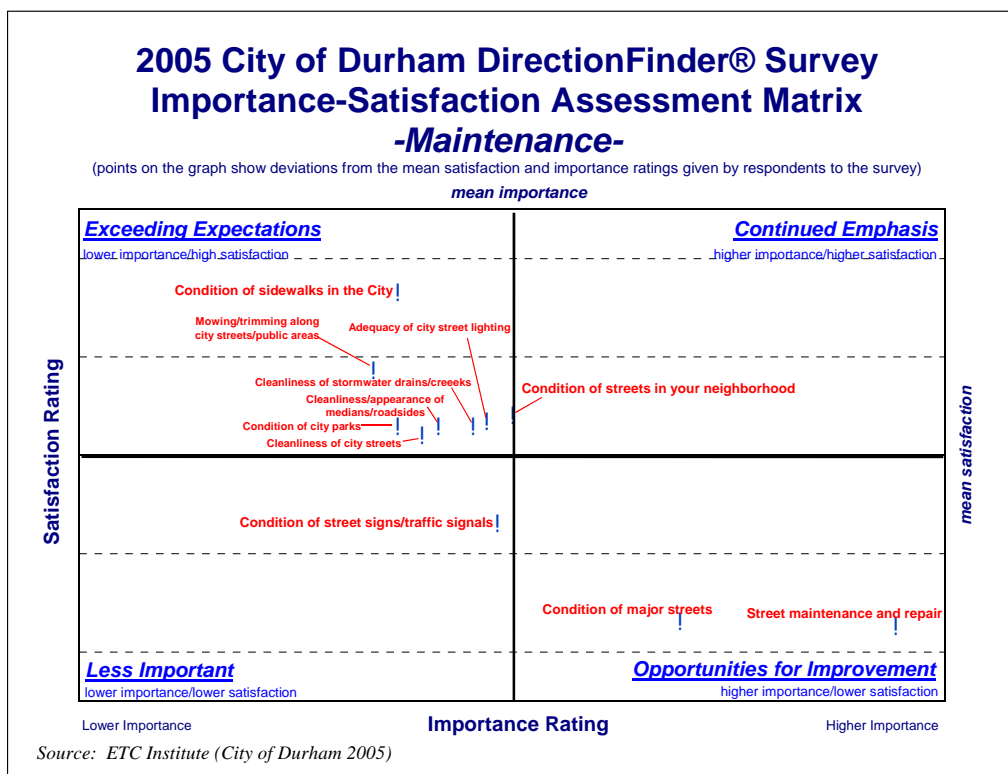
Importance-Satisfaction analysis is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- *Less Important (below average importance and below average satisfaction).* This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the City of Durham are provided on the following pages.





*Section 3:*  
***GIS Maps***

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## Interpreting the Maps

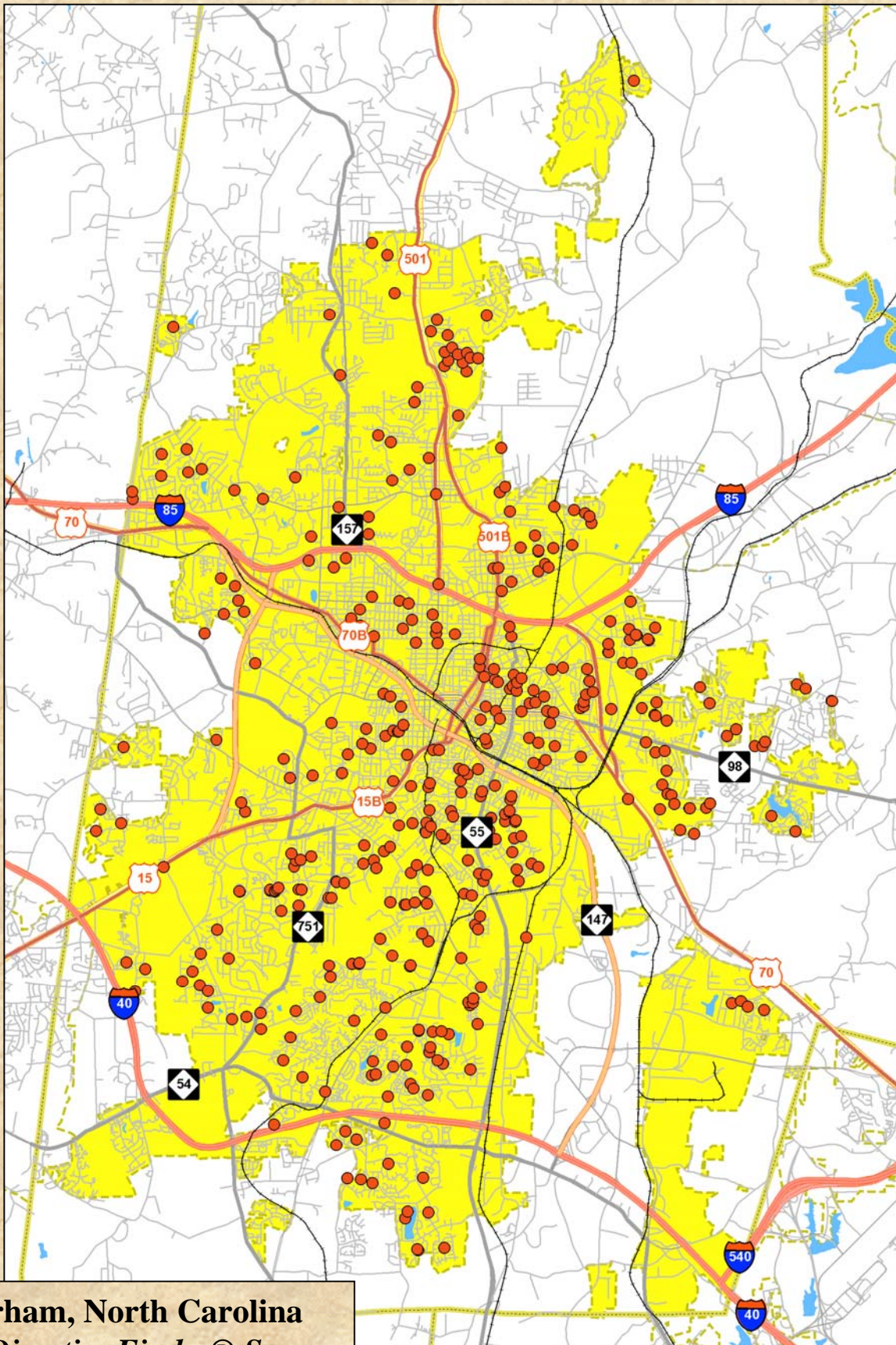
The maps on the following pages show the mean ratings for several questions by zip code within the city limits of Durham.

If all zip codes on a map are the same color, then most residents in the community generally feel the same about that issue.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

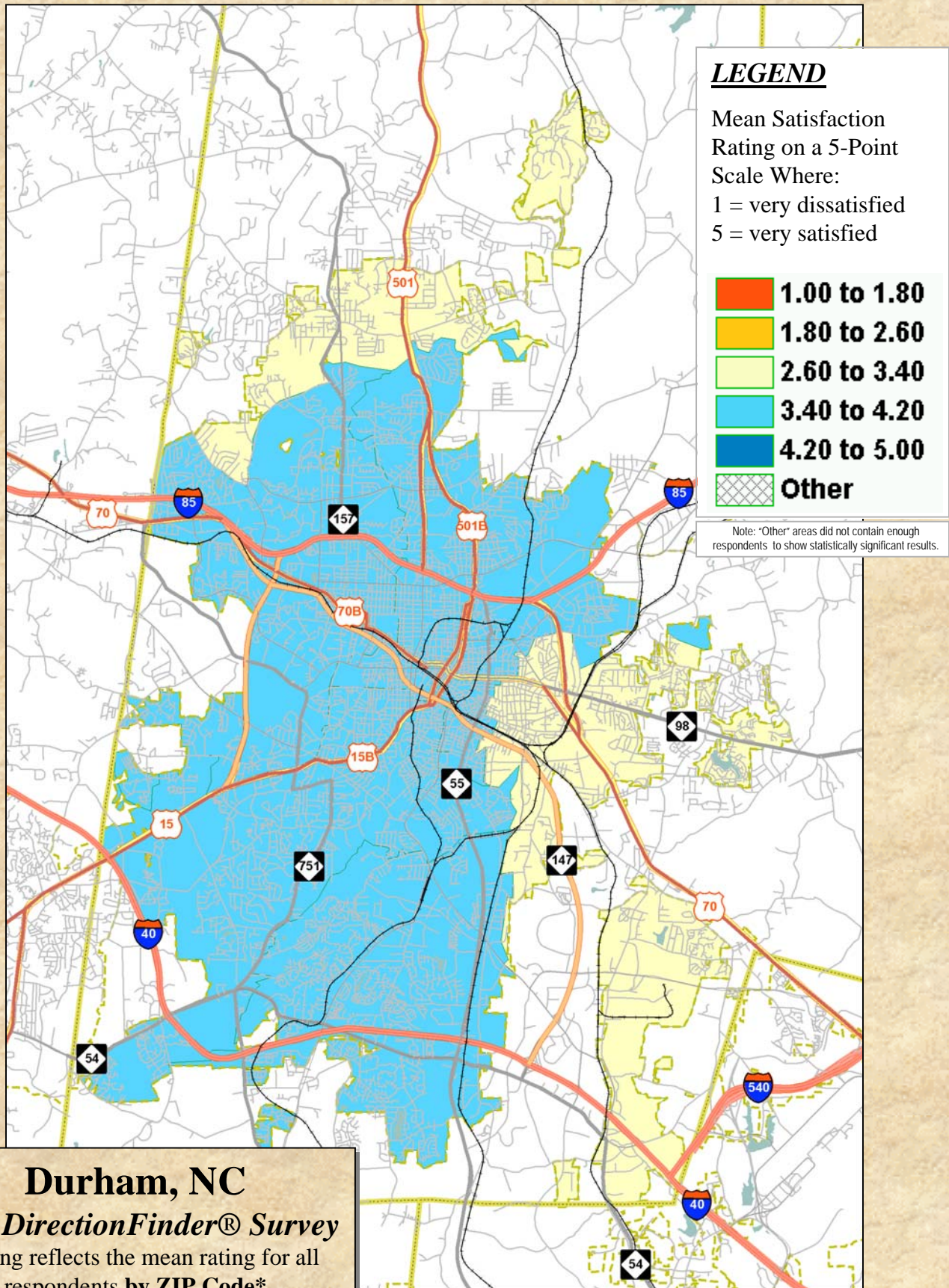
## Location of Survey Respondents



**Durham, North Carolina**  
**2006 DirectionFinder® Survey**



# Satisfaction with the quality of police protection (Q1a)

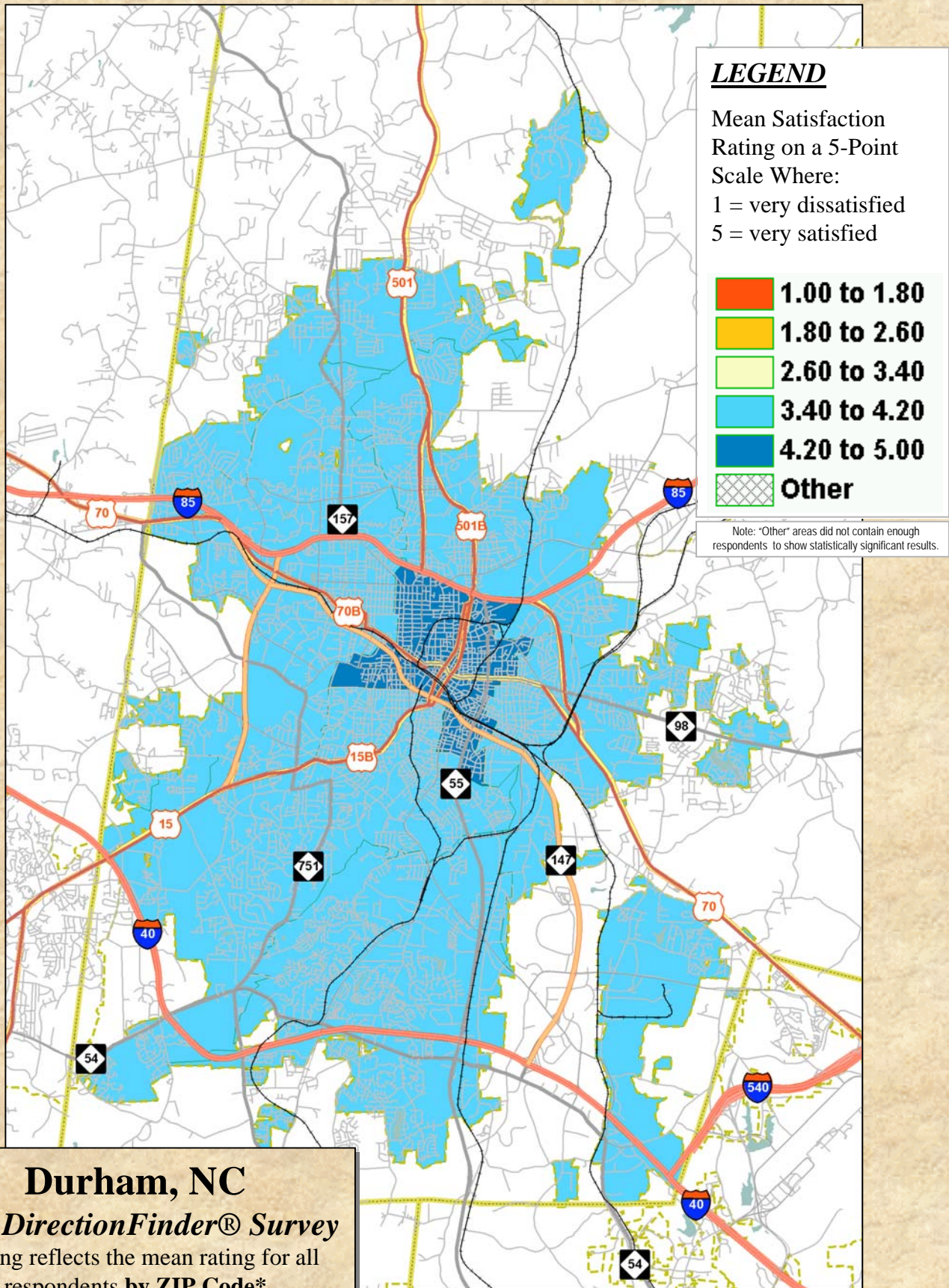


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## Satisfaction with the quality of fire protection & rescue services (Q1b)

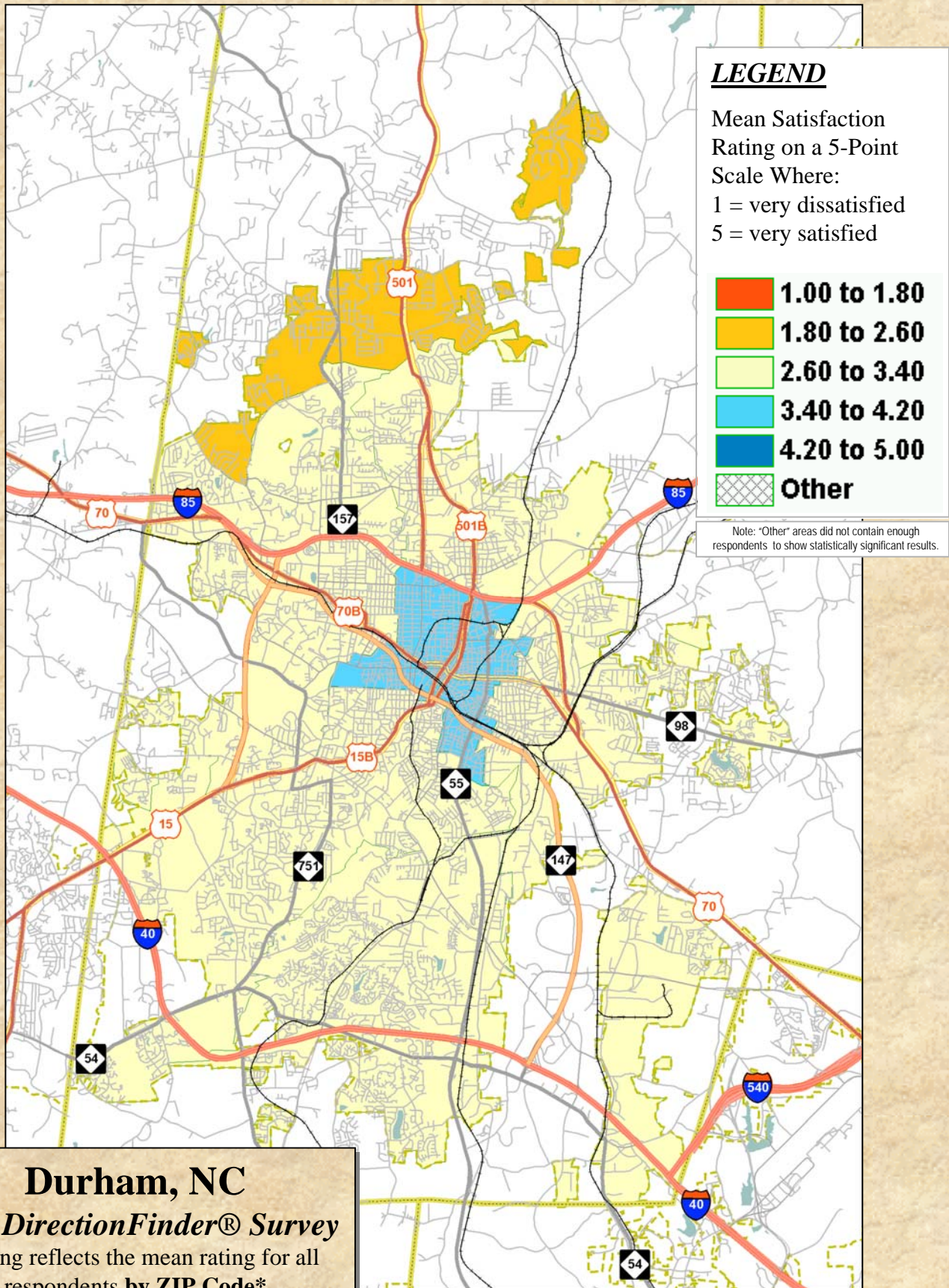


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



# Satisfaction with the flow of traffic in the City (Q1h)

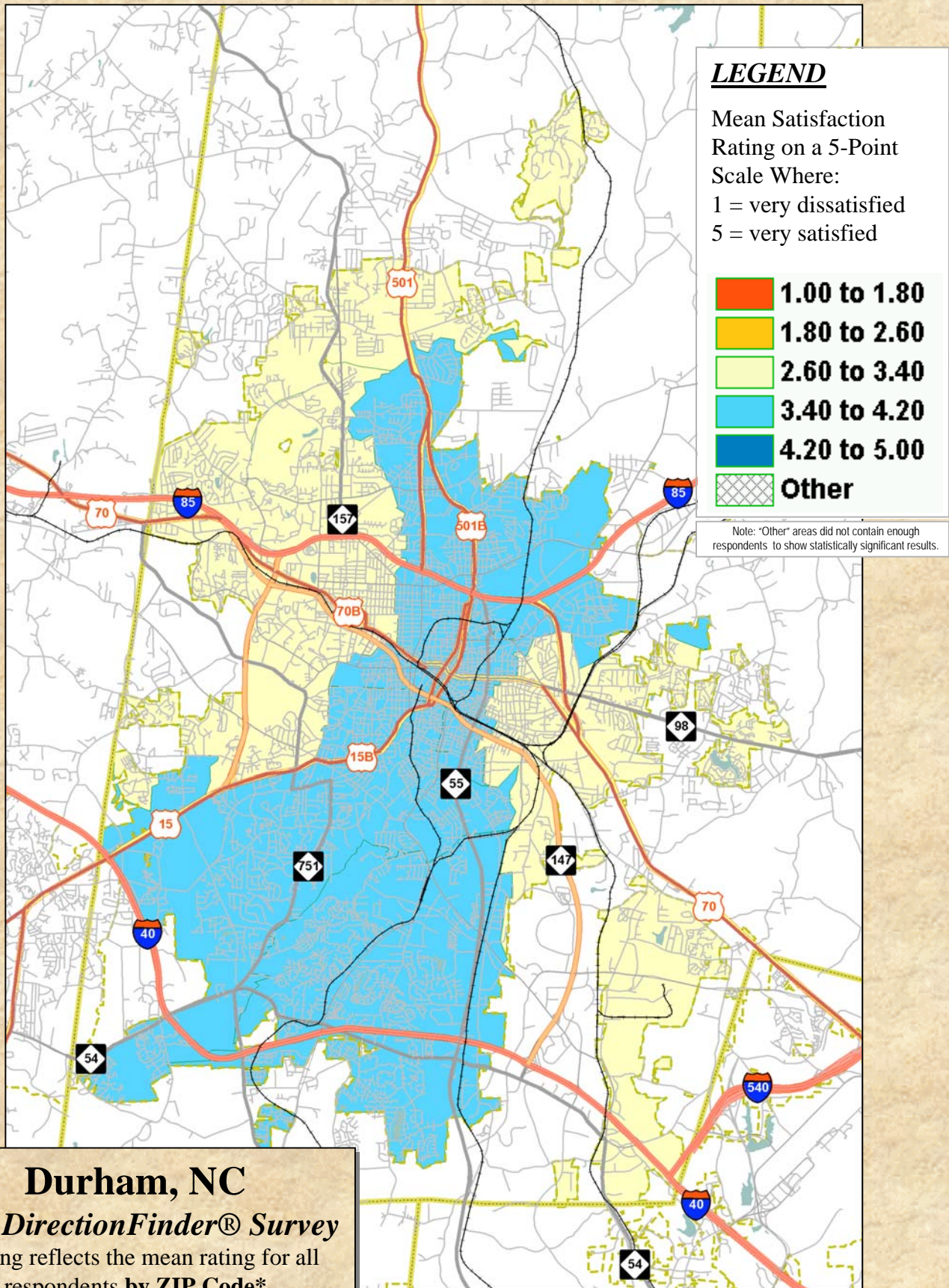


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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# Satisfaction with the overall quality of services provided by the City of Durham (Q3a)

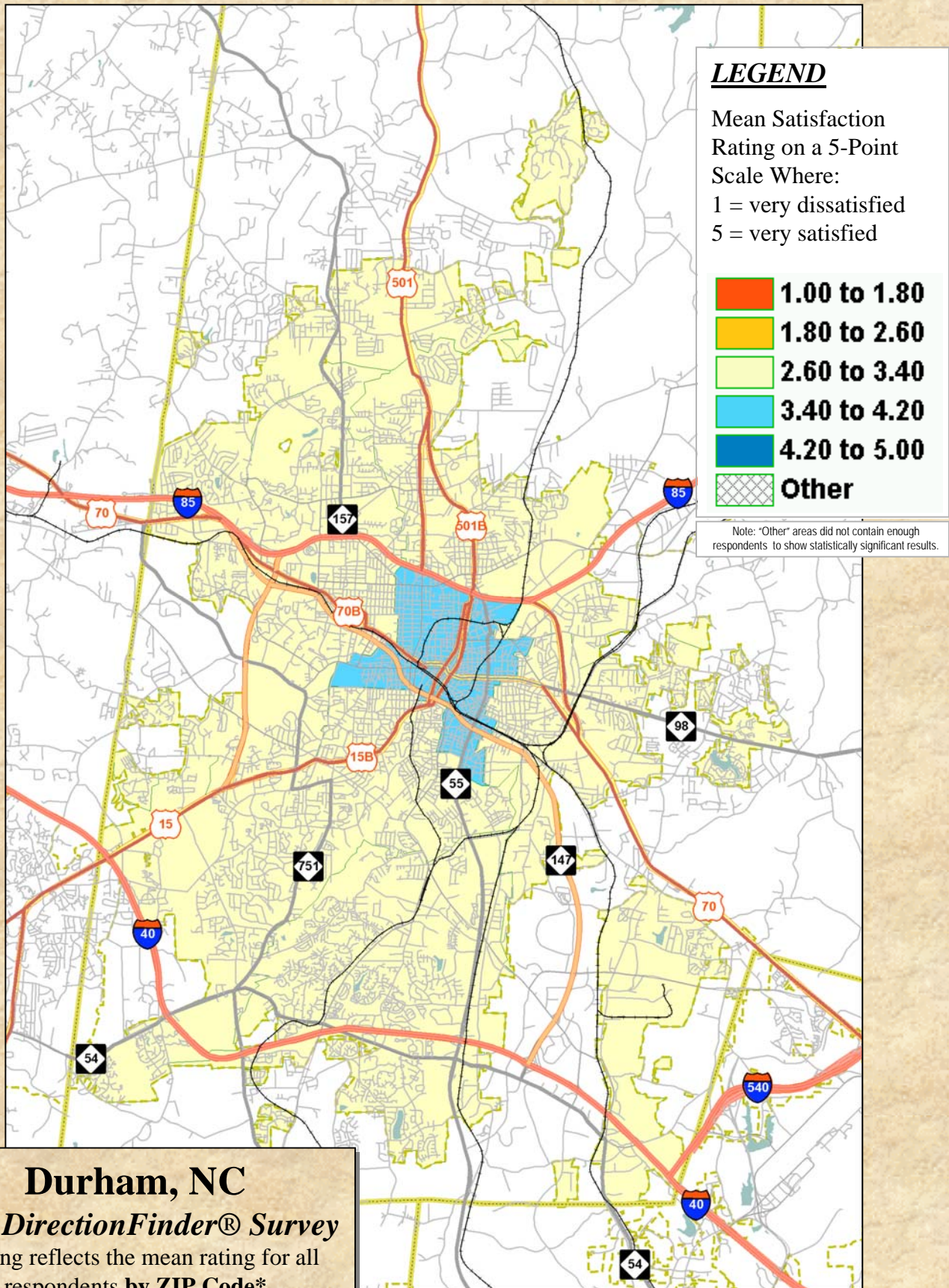


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



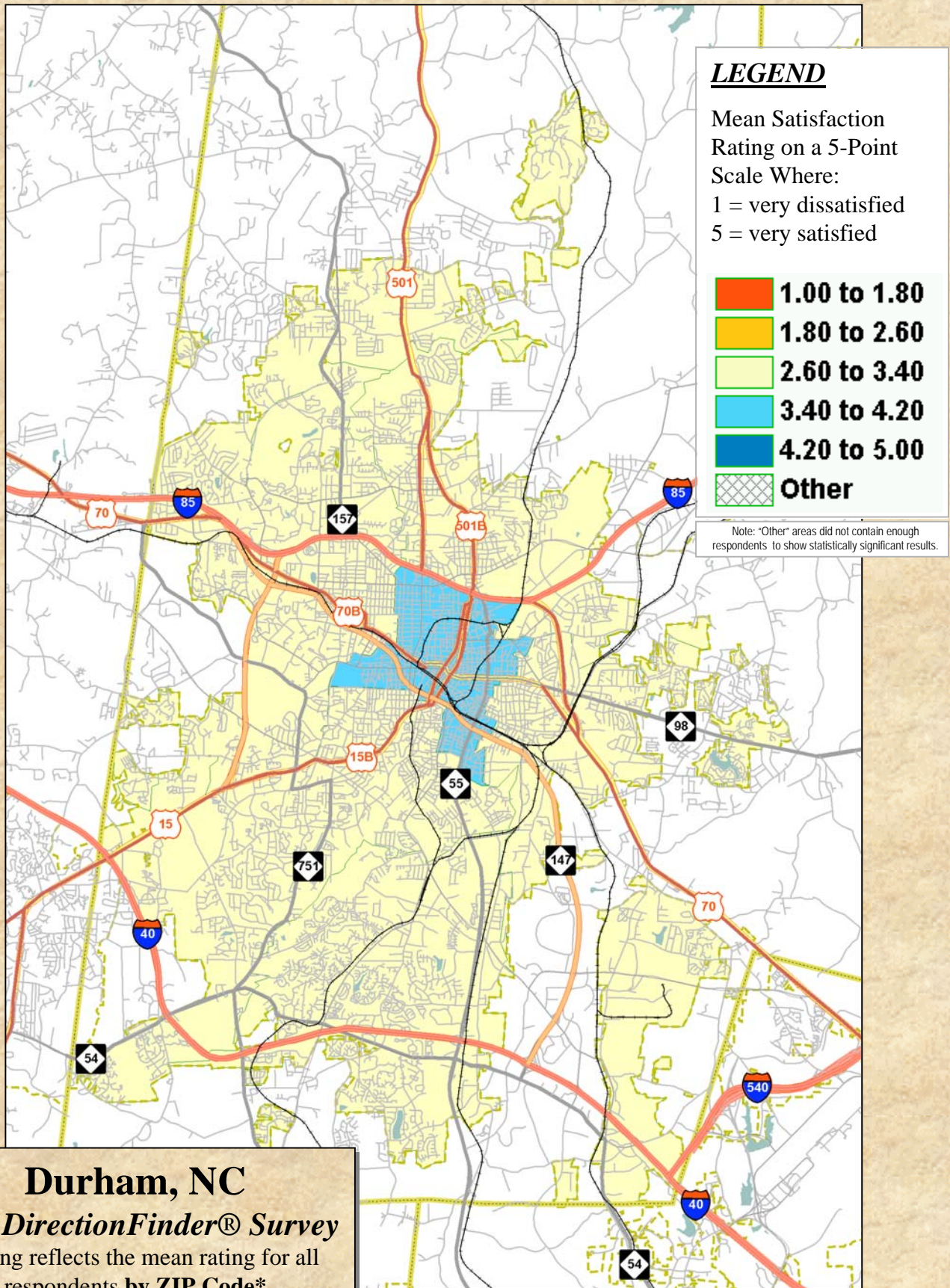
# Satisfaction with the appearance of the City (Q3b)



\*Clipped to City boundaries and combined based on respondent distribution



# Satisfaction with how well the City is planning growth (Q3d)

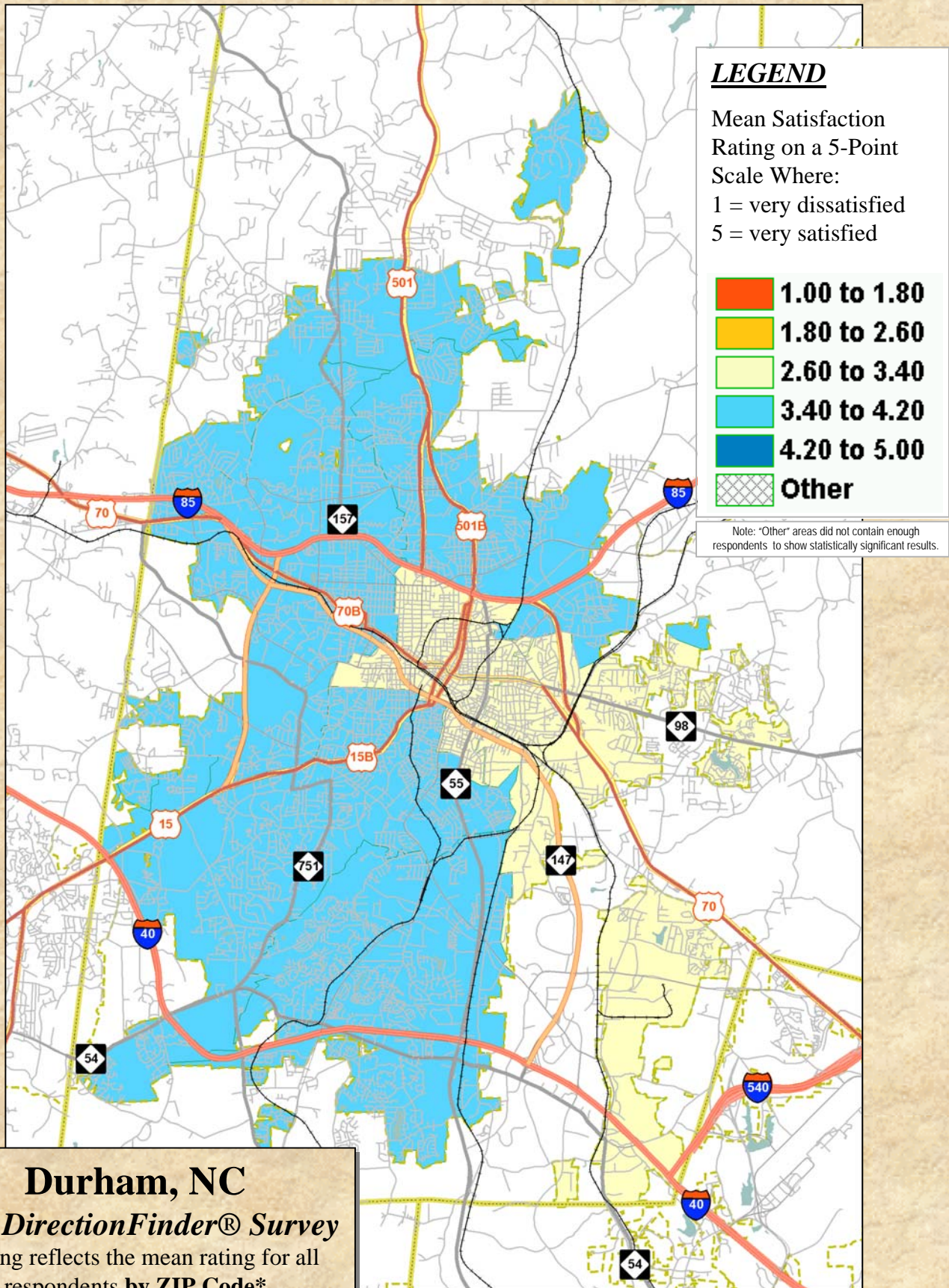


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



# Satisfaction with the quality of neighborhoods (Q3f)

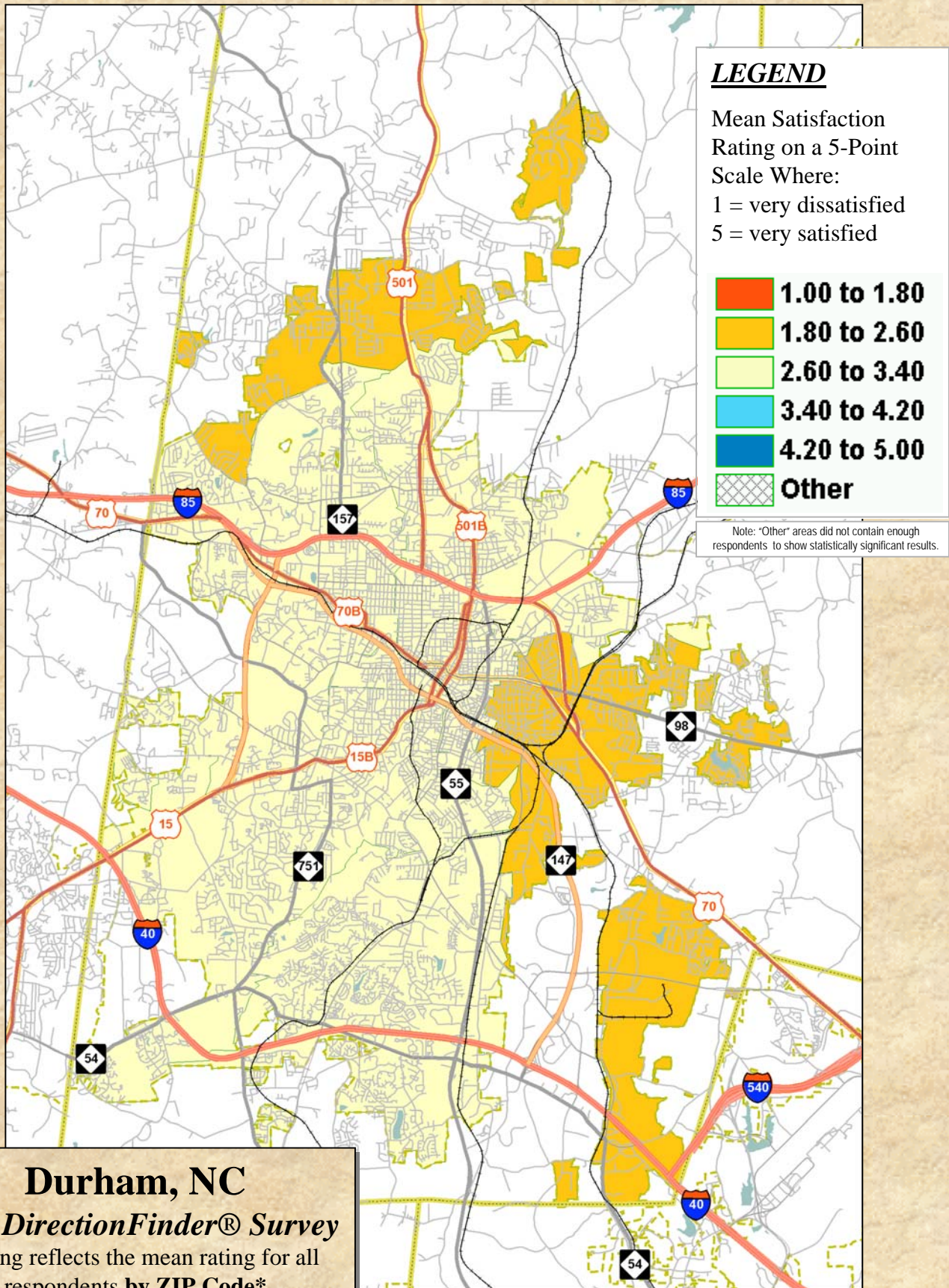


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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## Satisfaction with the value received for city tax dollars & fees (Q3g)

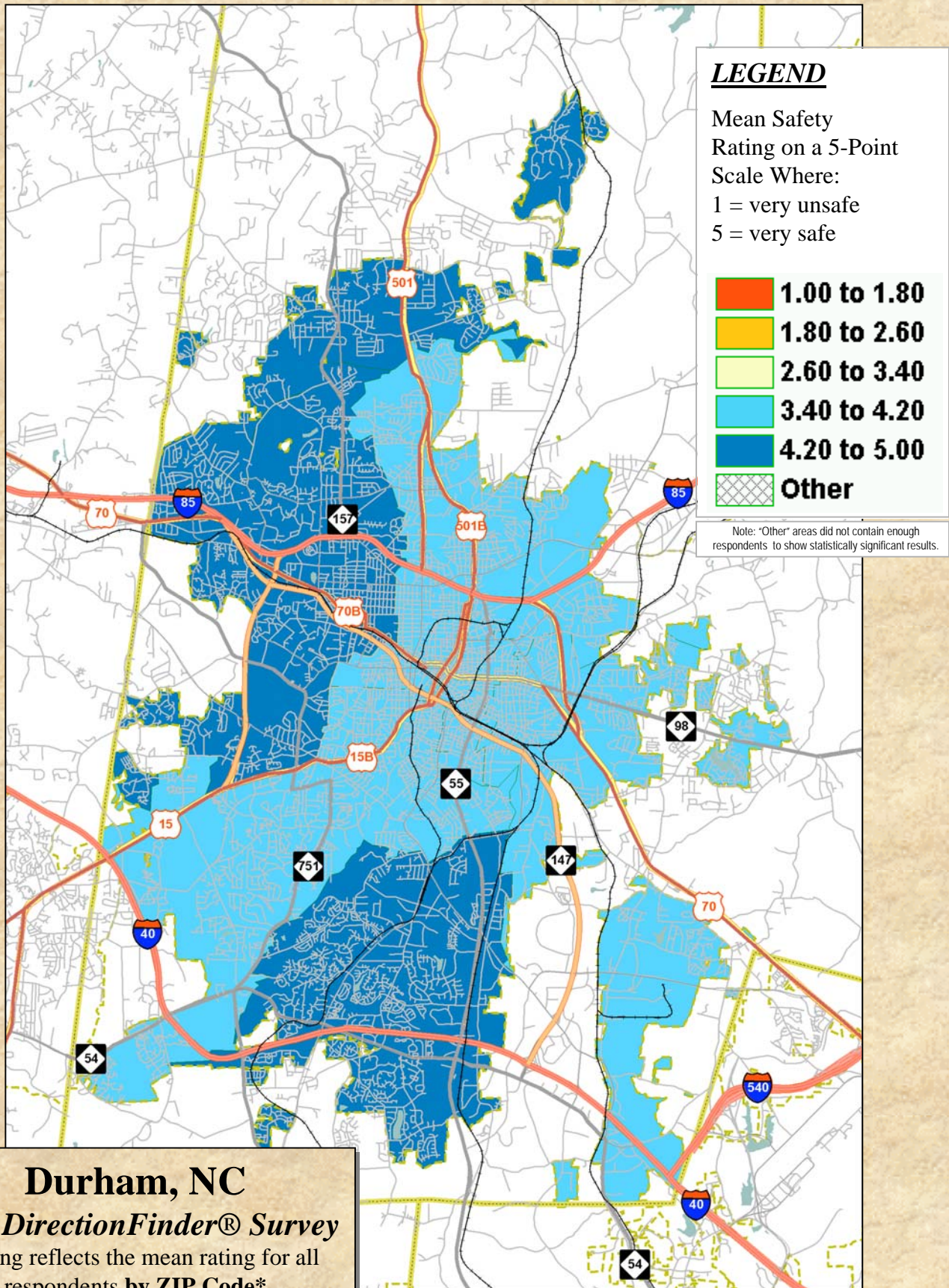


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## How safe residents feel walking alone in their neighborhood during the day (Q4a)

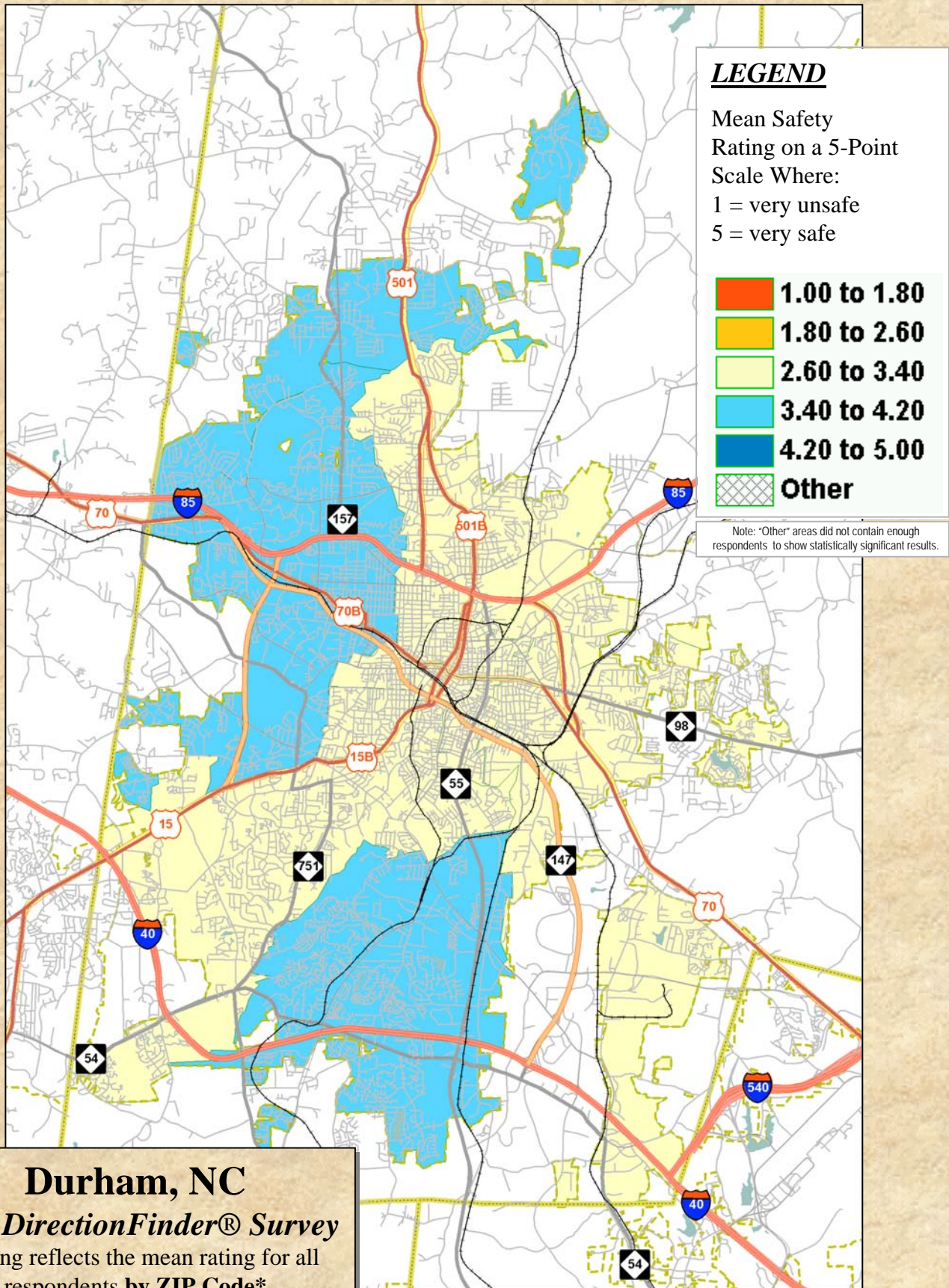


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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## How safe residents feel walking alone in their neighborhood at night (Q4b)

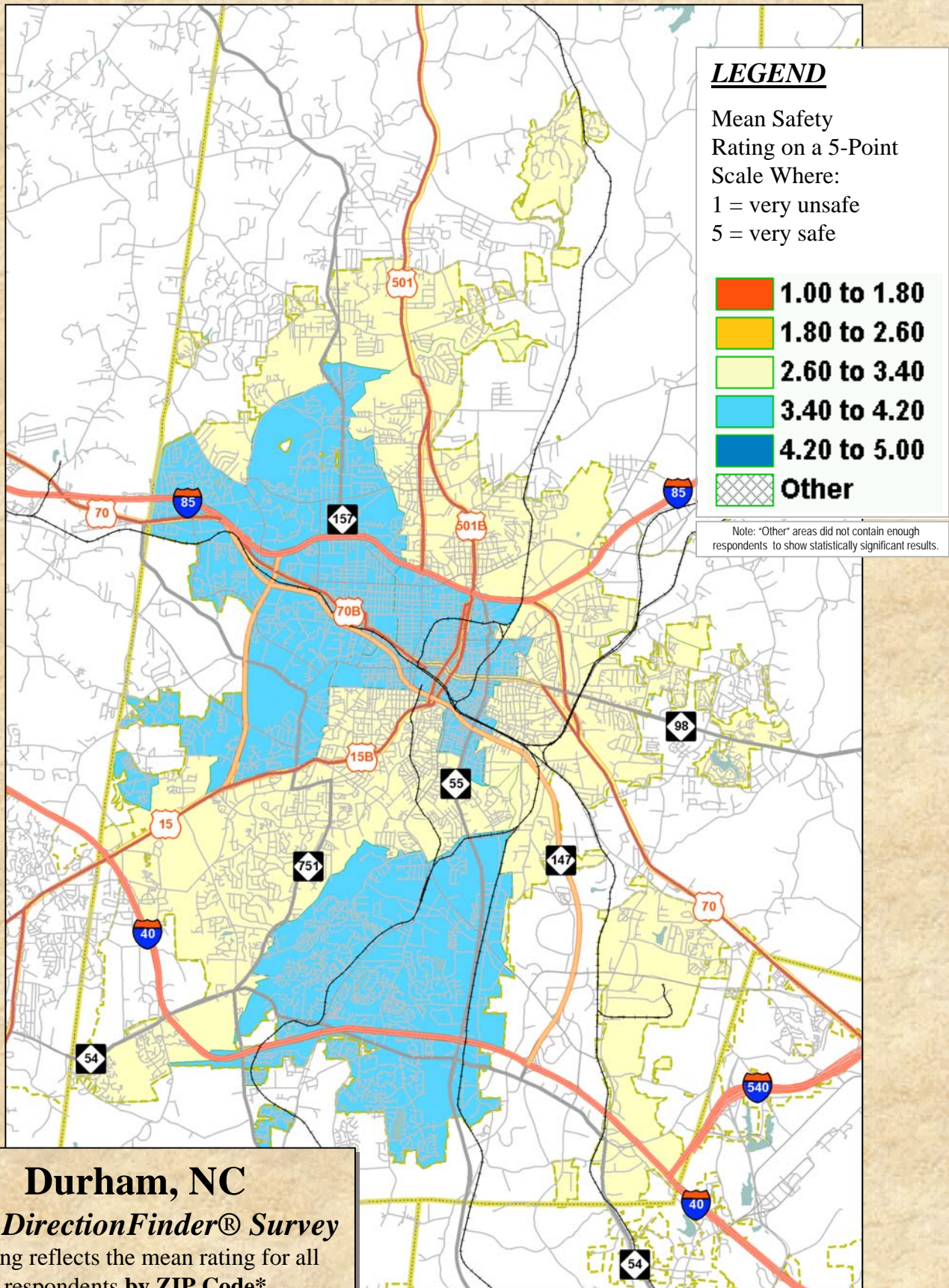


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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# How safe residents feel walking alone in the nearest city park to their home during the day (Q4c)

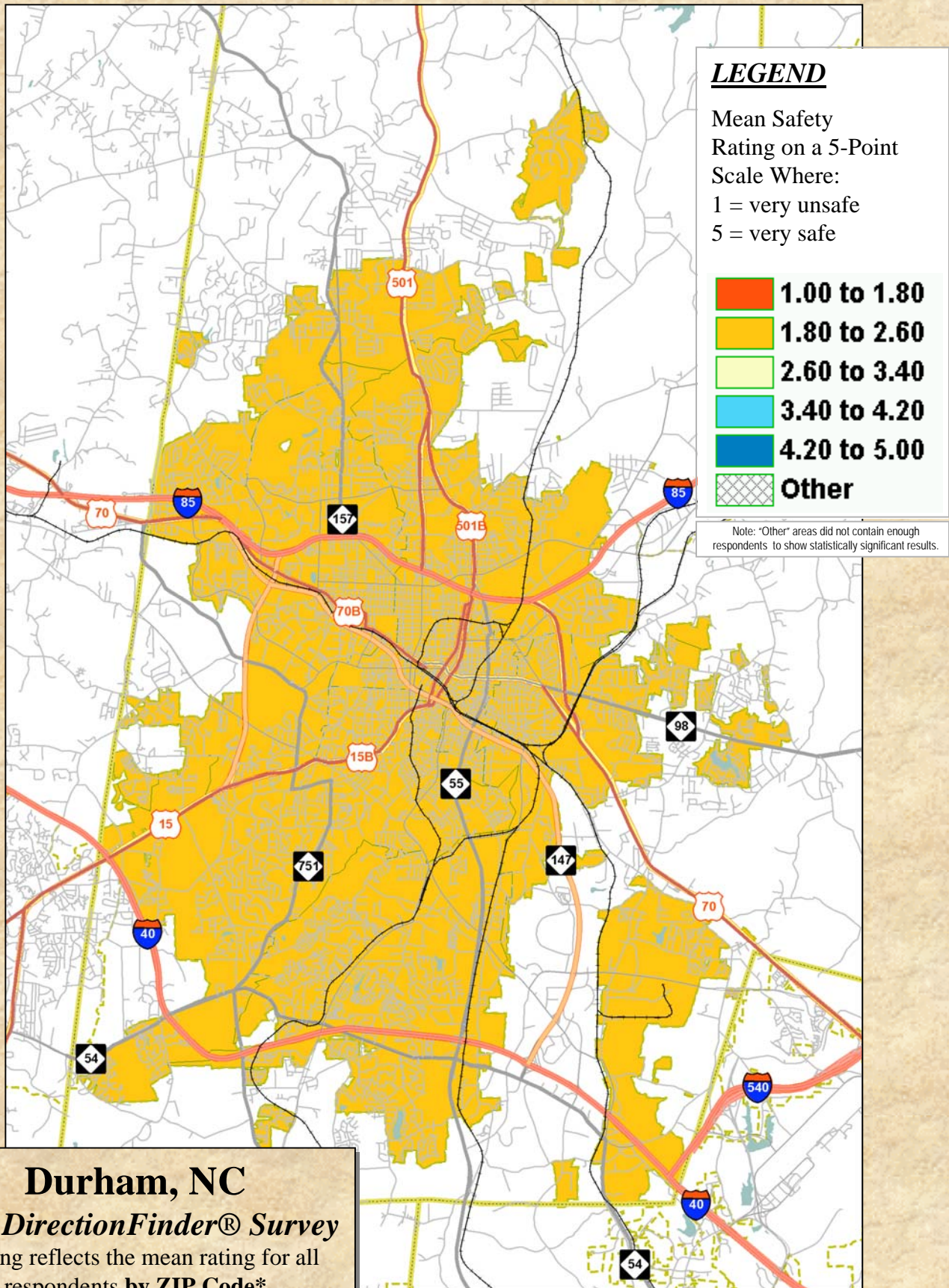


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## How safe residents feel walking alone in the nearest city park to their home at night (Q4d)

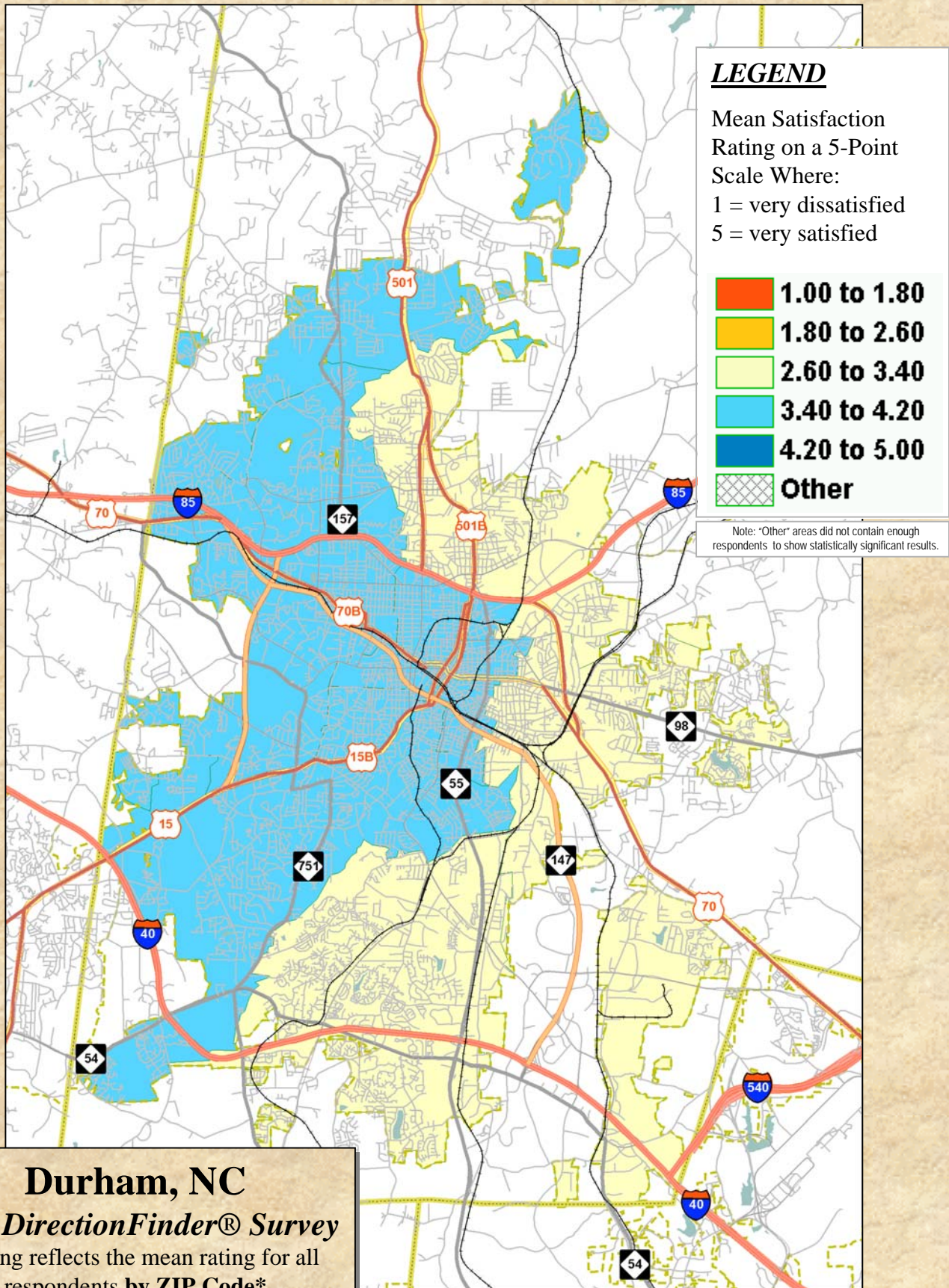


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## Satisfaction with city parks (Q9a)

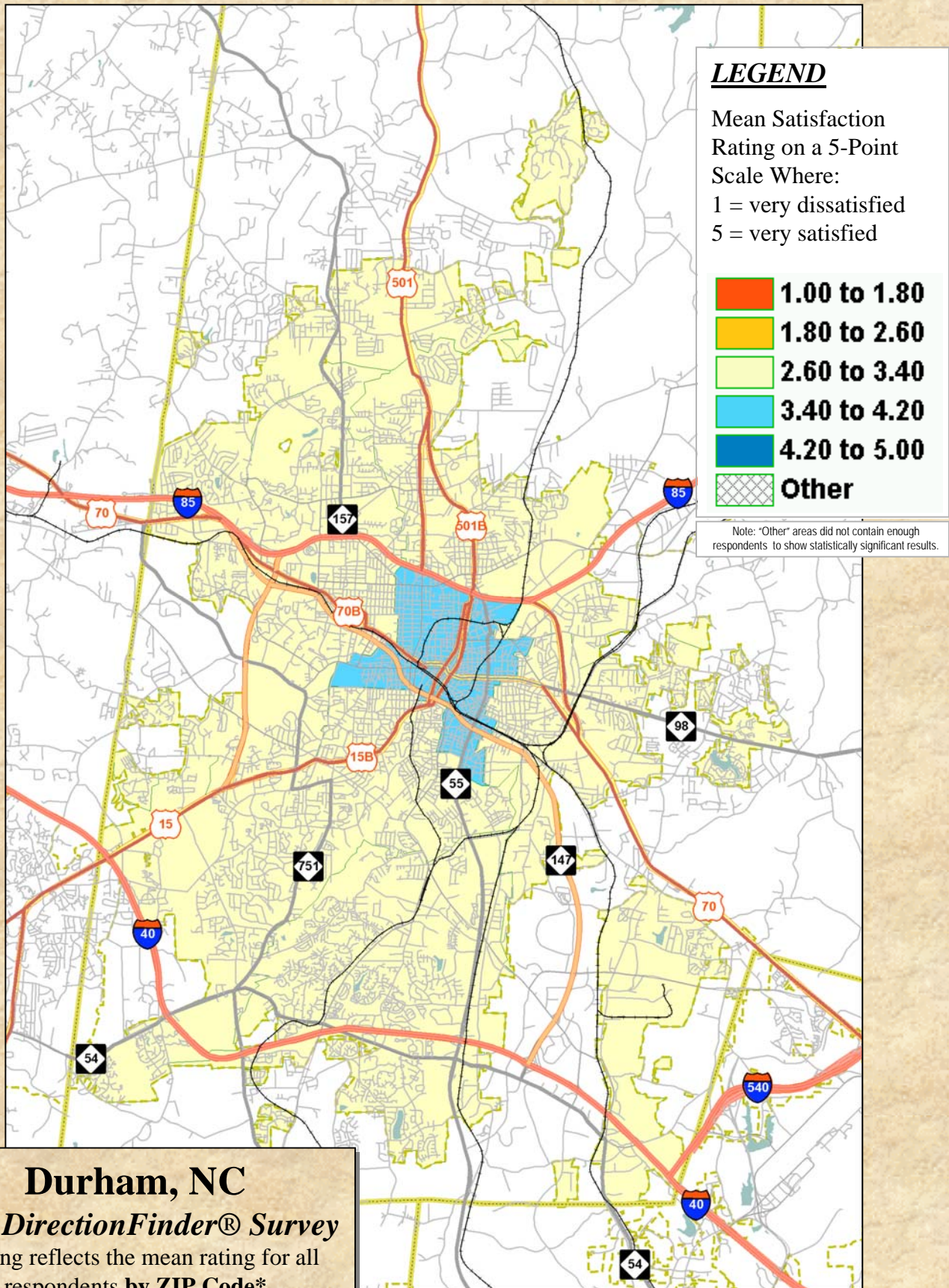


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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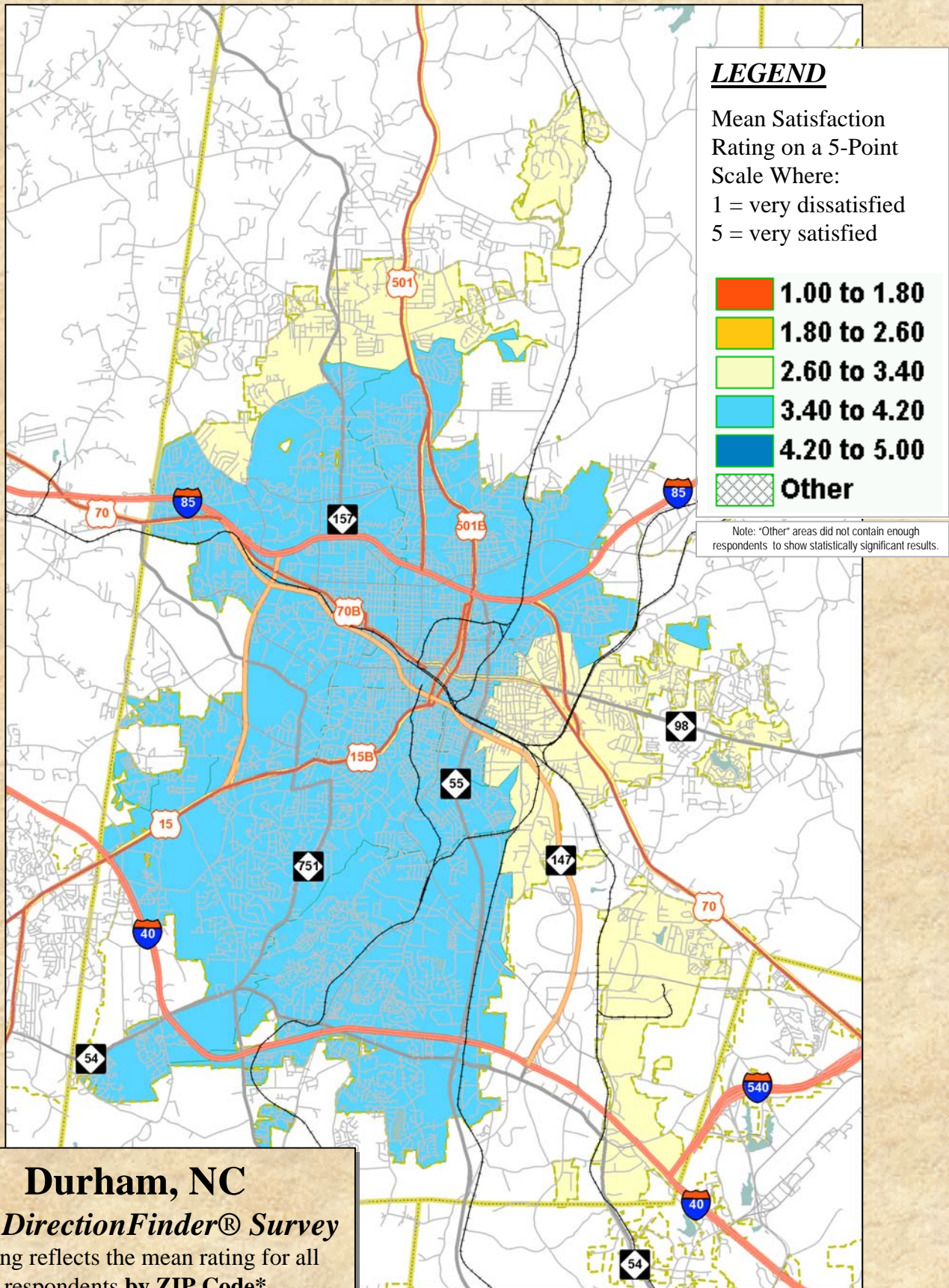
## Satisfaction with city playgrounds (Q9b)



\*Clipped to City boundaries and combined based on respondent distribution



# Satisfaction with greenways & trails in the City (Q9c)

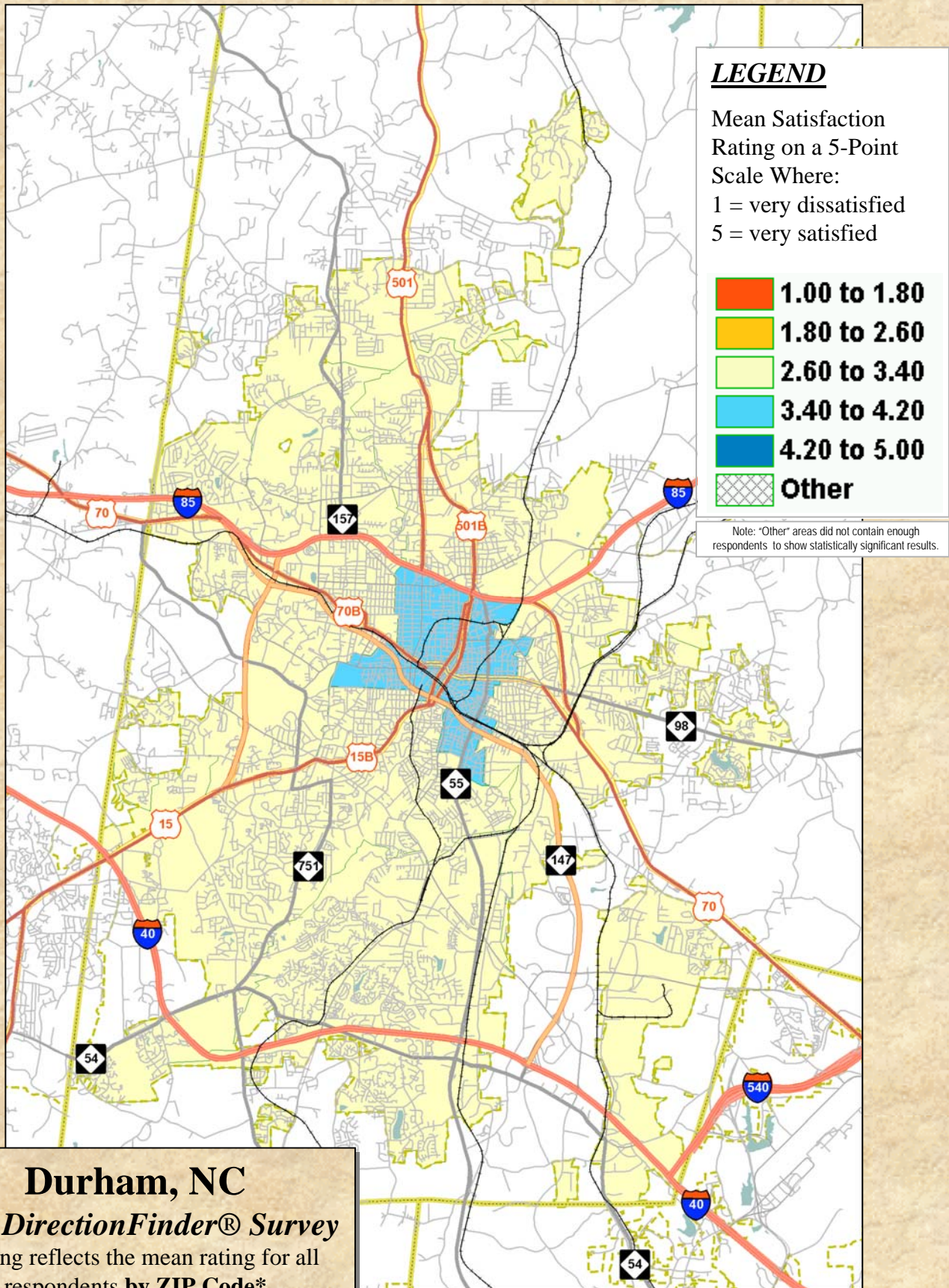


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## Satisfaction with city swimming pools (Q9e)

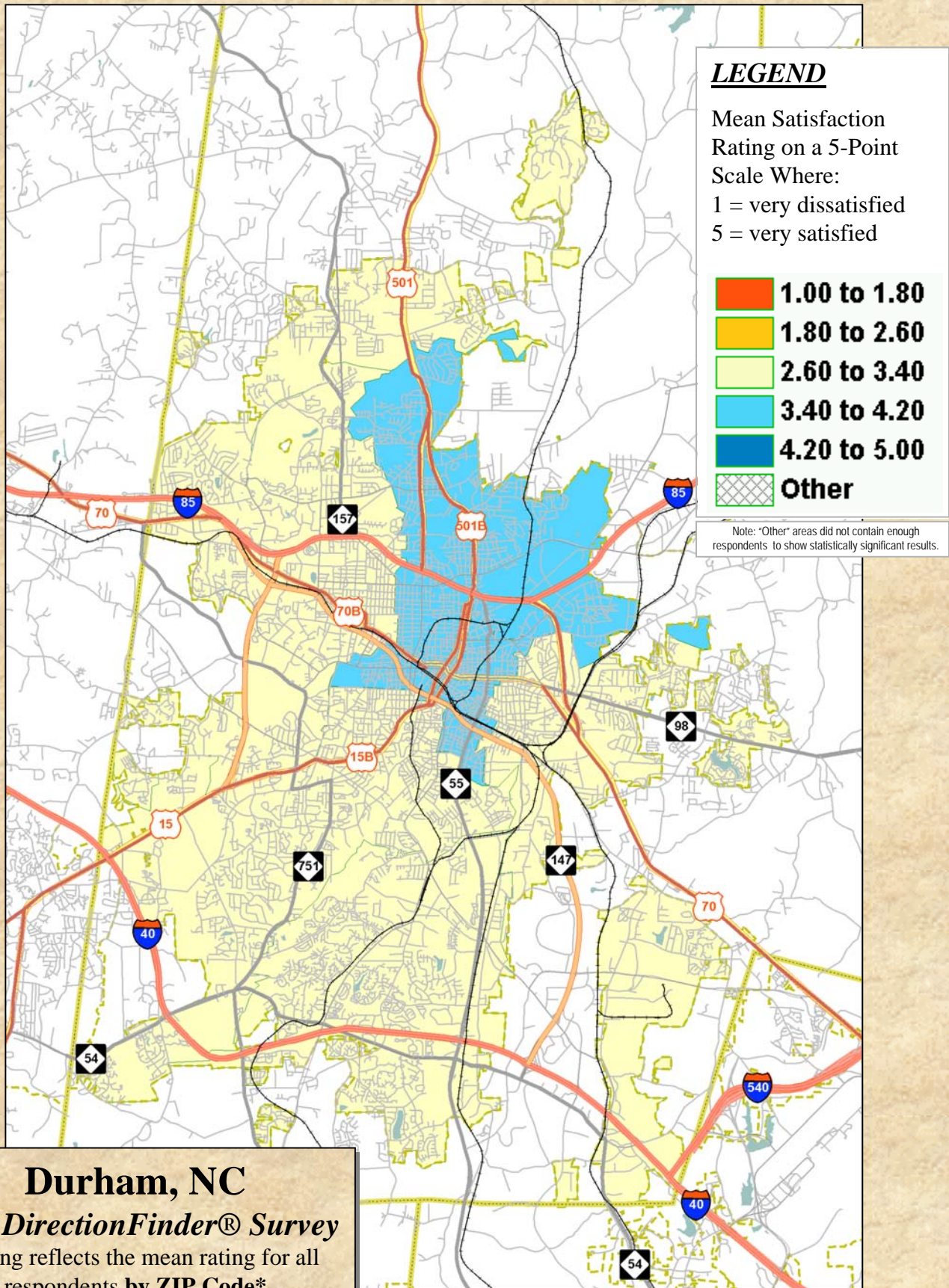


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## Satisfaction with outdoor athletic fields (Q9f)

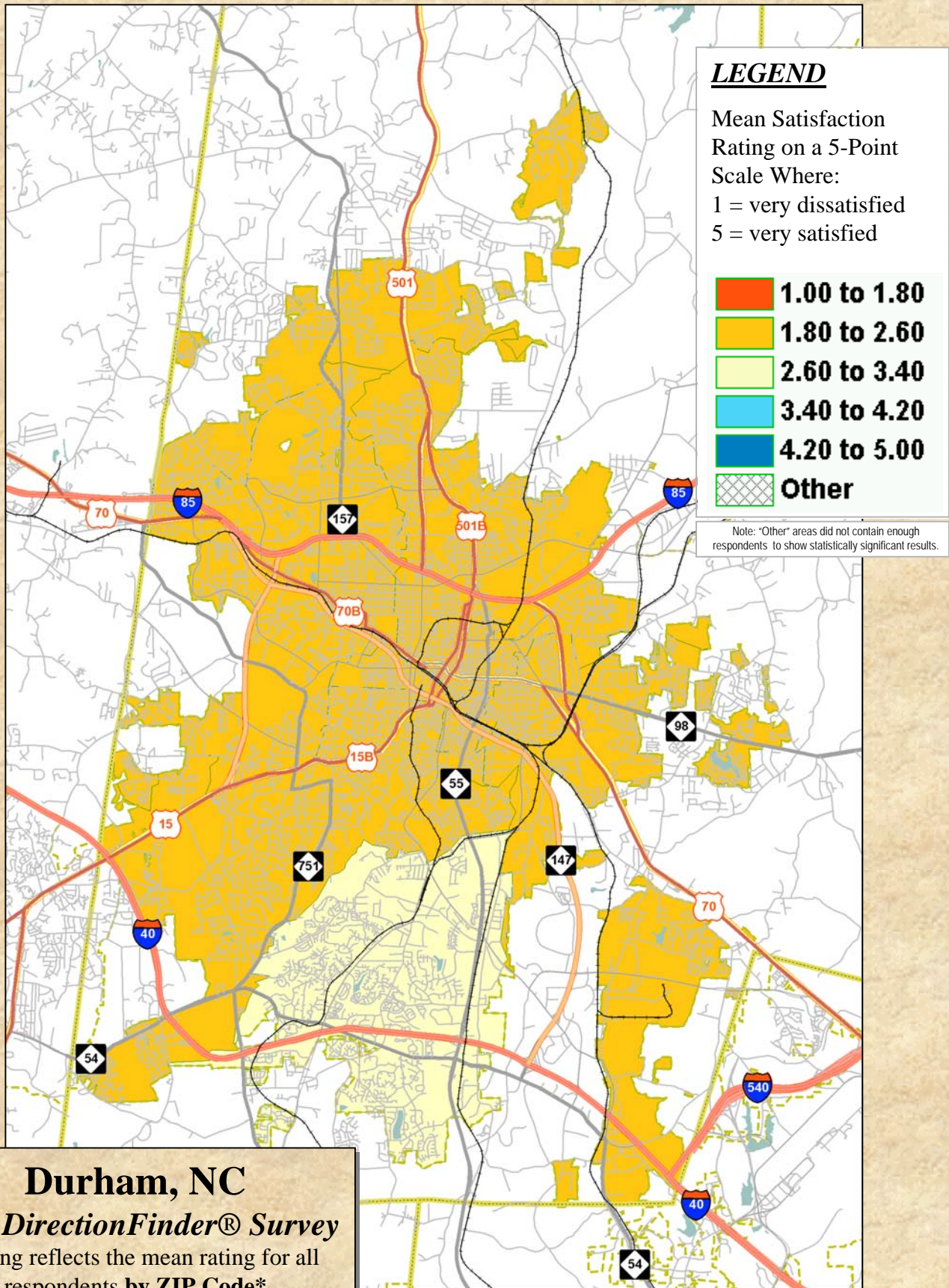


**Durham, NC**  
**2006 DirectionFinder® Survey**  
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# Satisfaction with the condition of major city streets (Q11b)

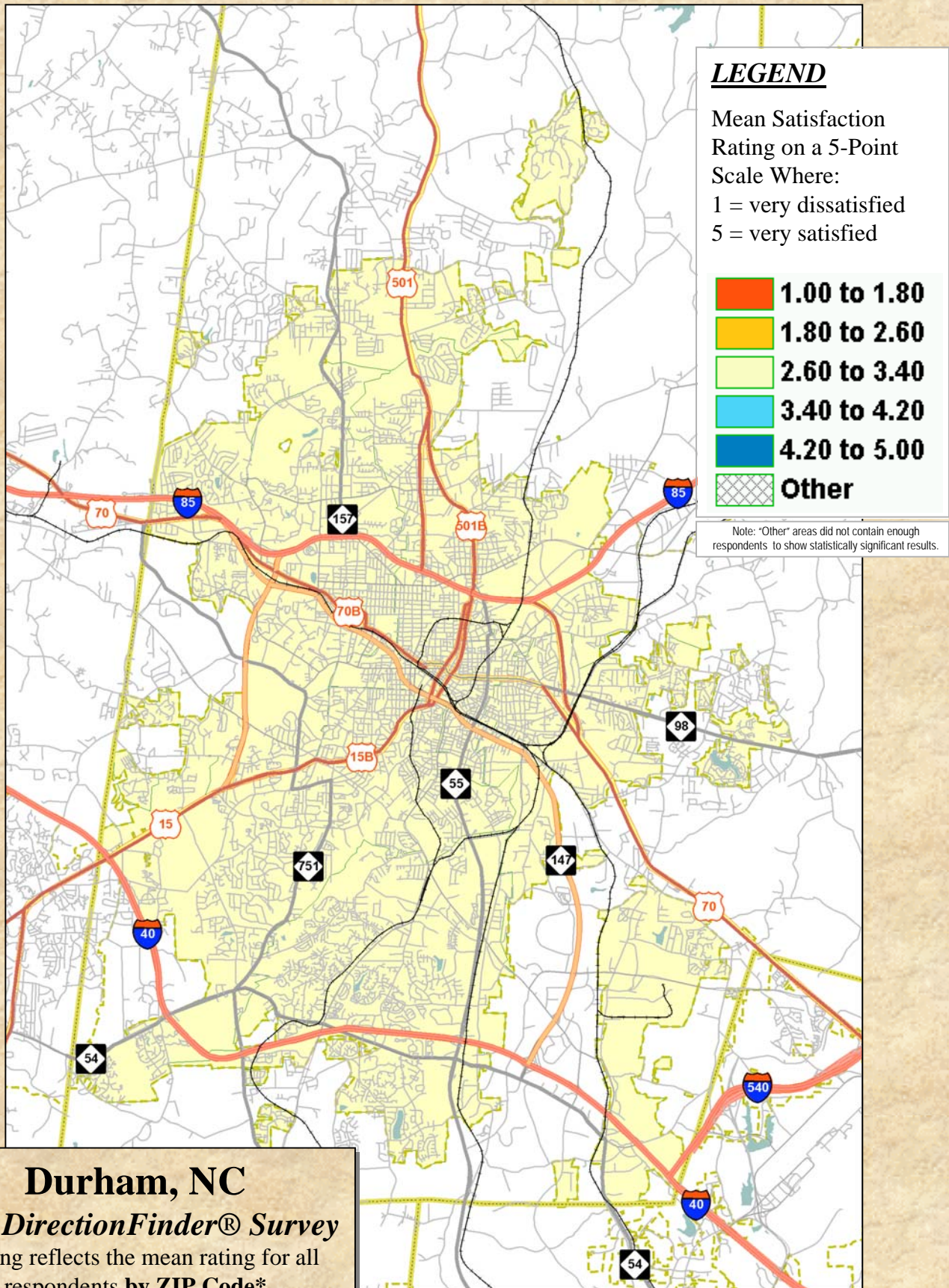


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## Satisfaction with the condition of streets in neighborhoods (Q11c)

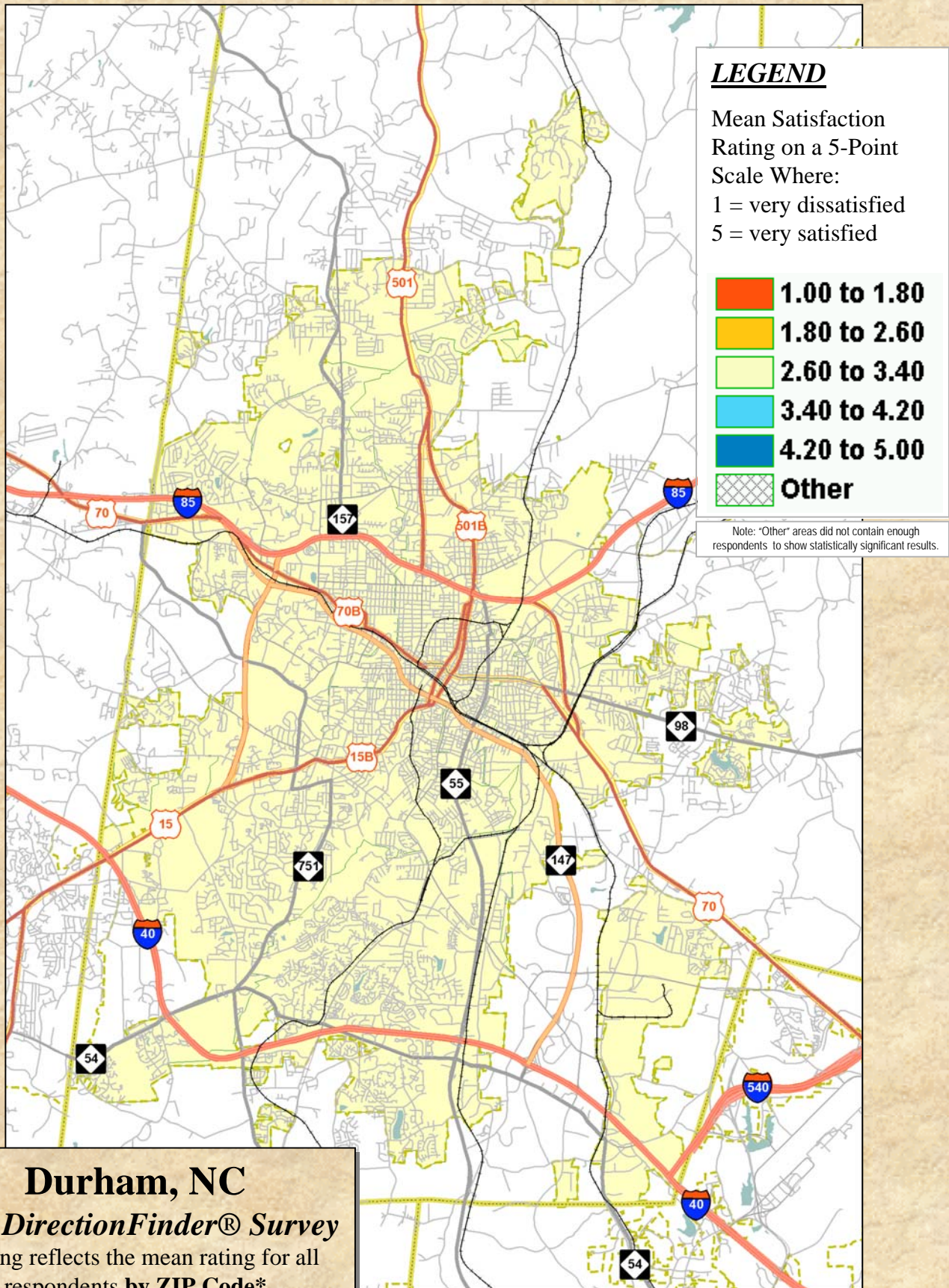


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## Satisfaction with the condition of sidewalks in the City (Q11d)

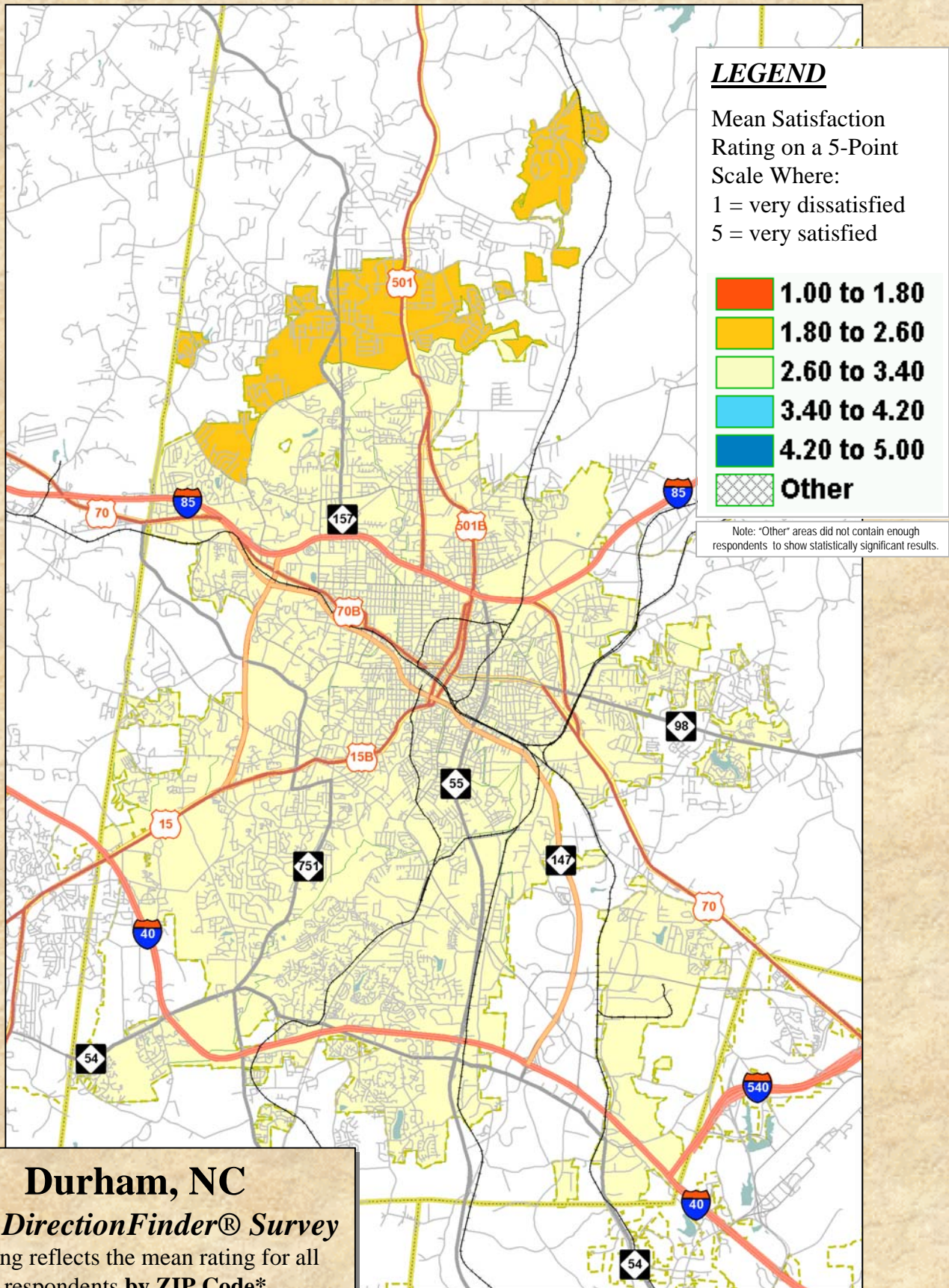


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## Perceived adequacy of city street lighting (Q11h)

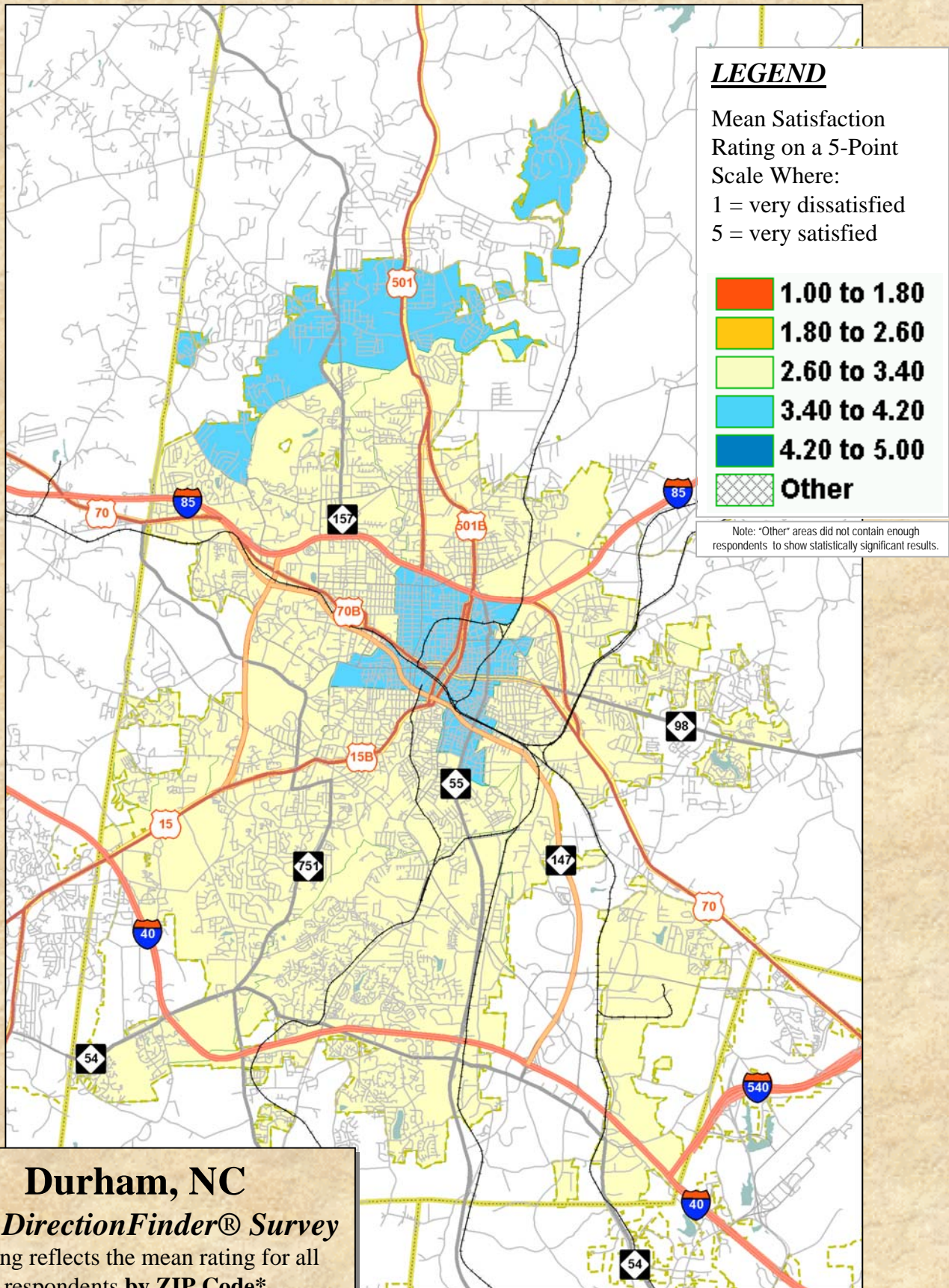


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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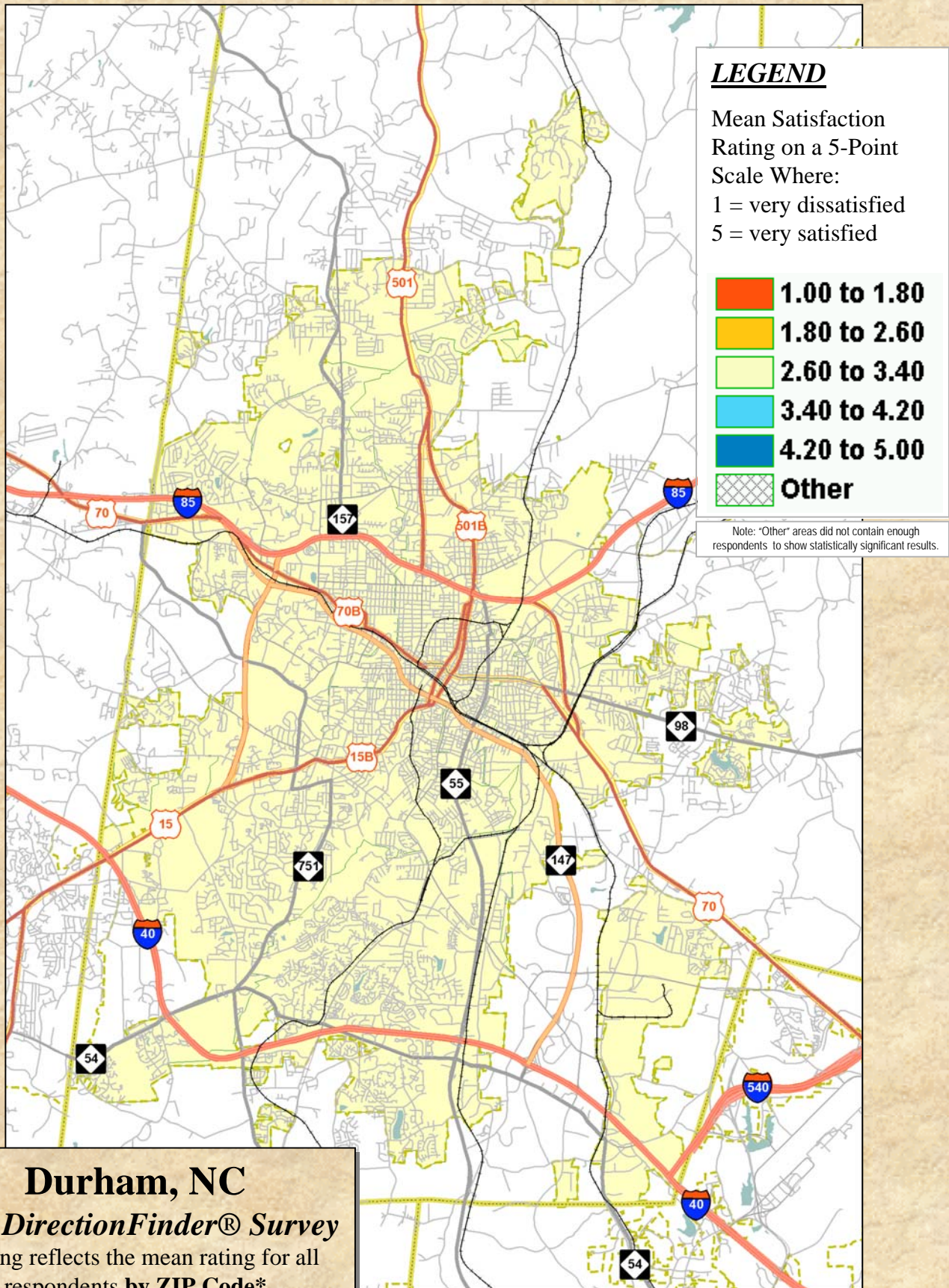
# Satisfaction with the condition of city parks (Q11i)



\*Clipped to City boundaries and combined based on respondent distribution



# Satisfaction with the cleanliness of city streets (Q11j)

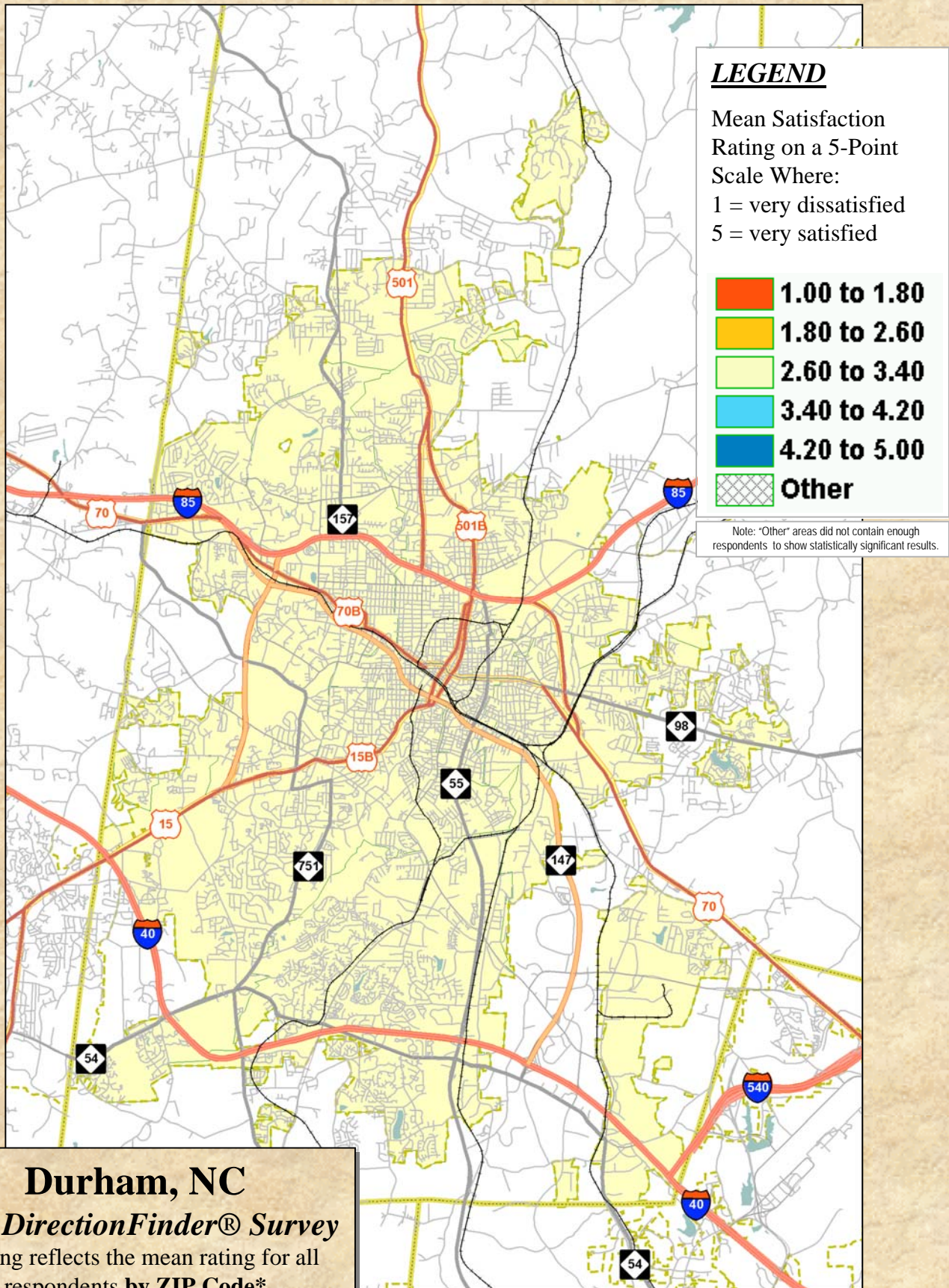


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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# Satisfaction with the cleanliness of stormwater drains & creeks in neighborhoods (Q11k)

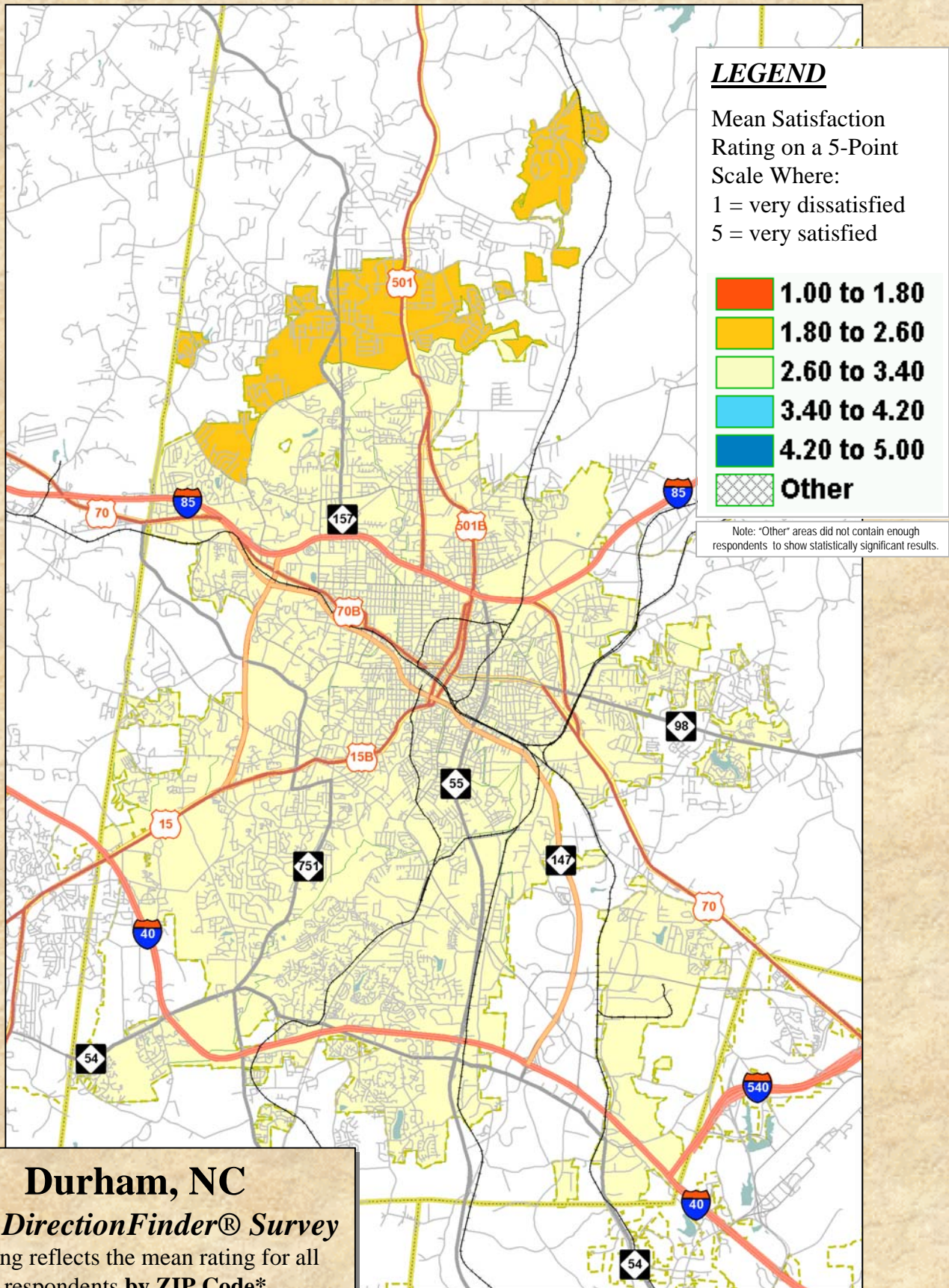


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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# Satisfaction with efforts to enforce the clean up of junk & debris on private property (Q14a)

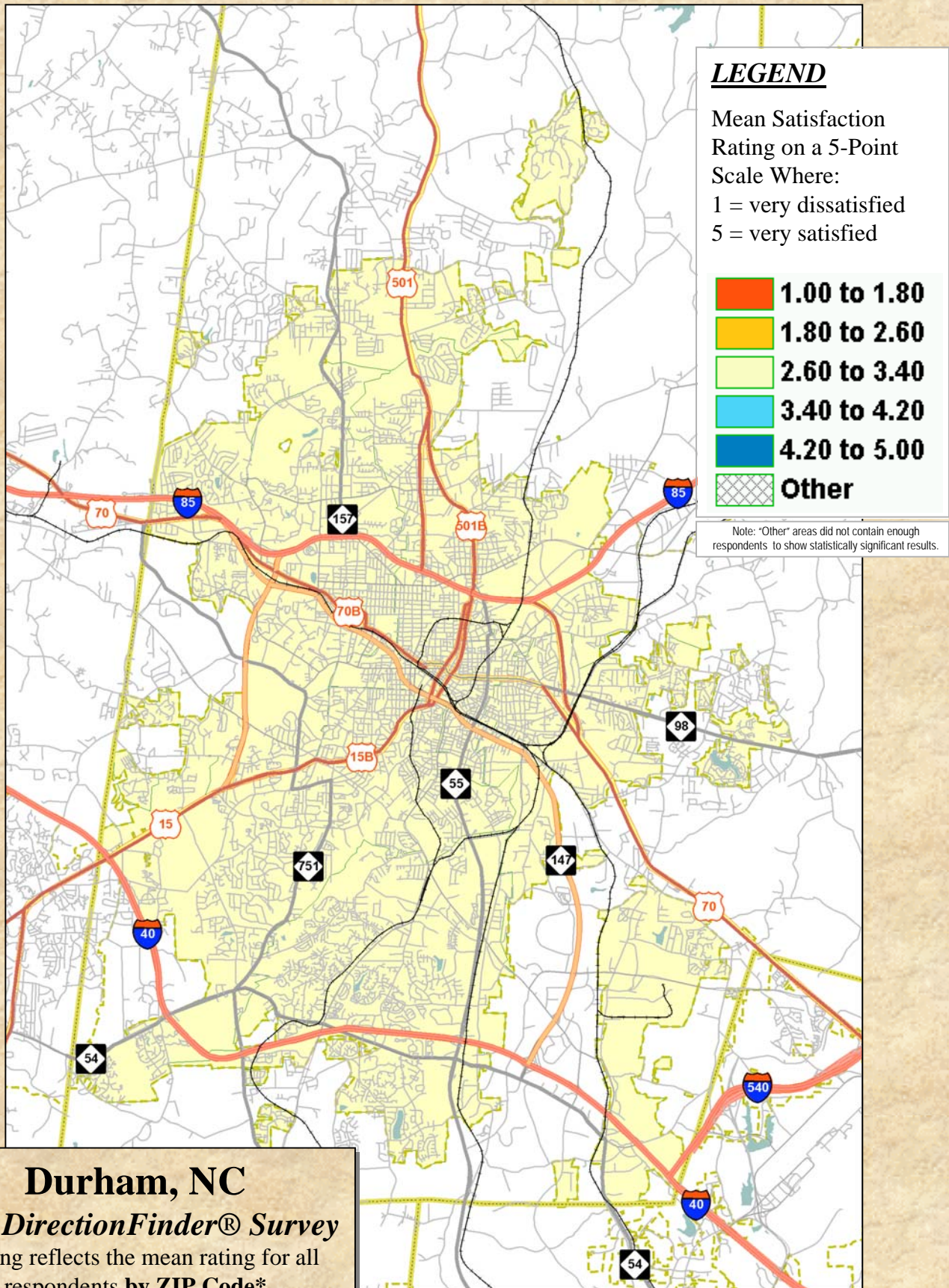


**Durham, NC**  
**2006 DirectionFinder® Survey**  
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# Satisfaction with efforts to enforce the mowing & cutting of weeds on private property (Q14b)

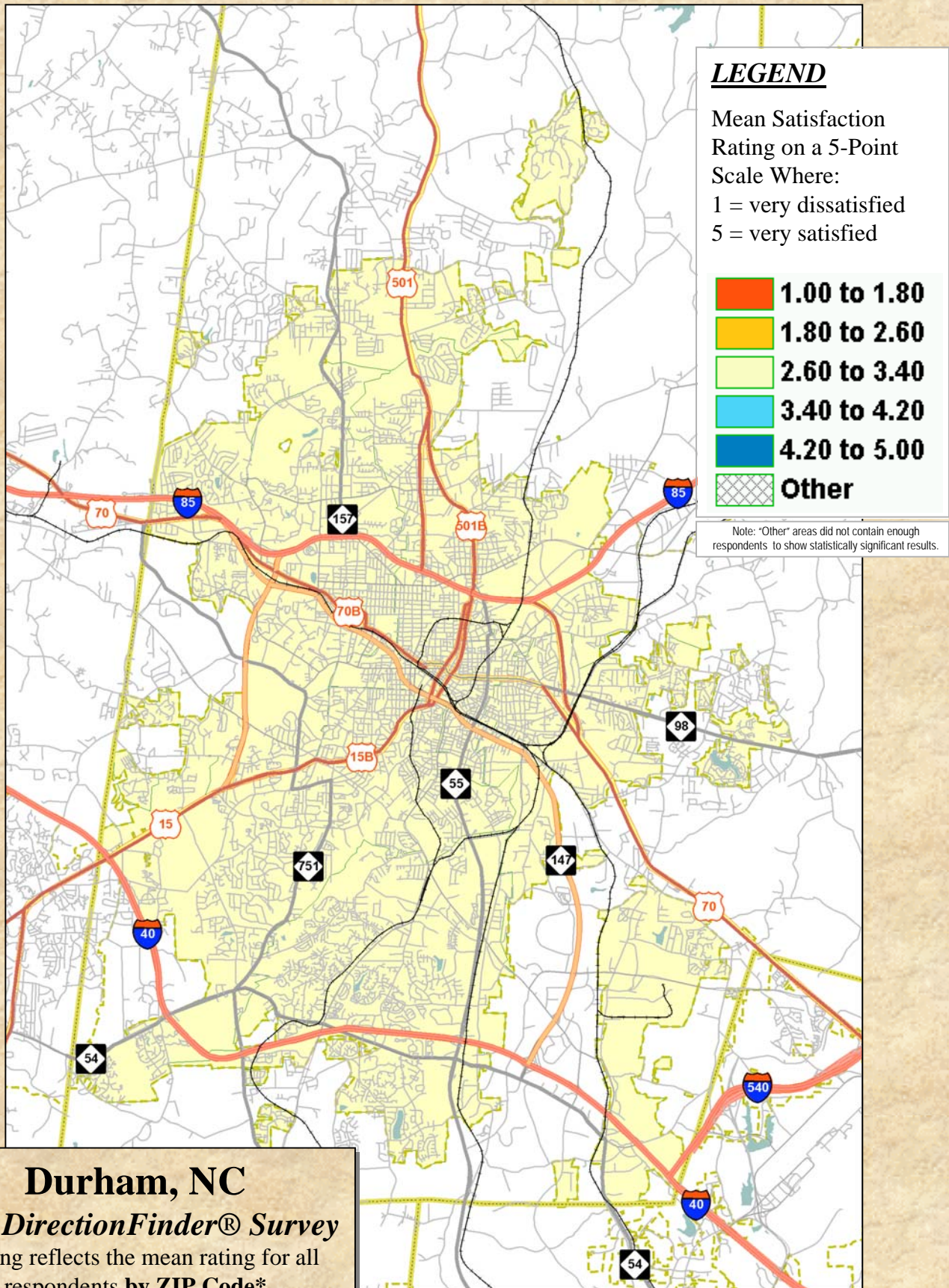


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## Satisfaction with efforts to enforce the exterior maintenance of residential property (Q14c)

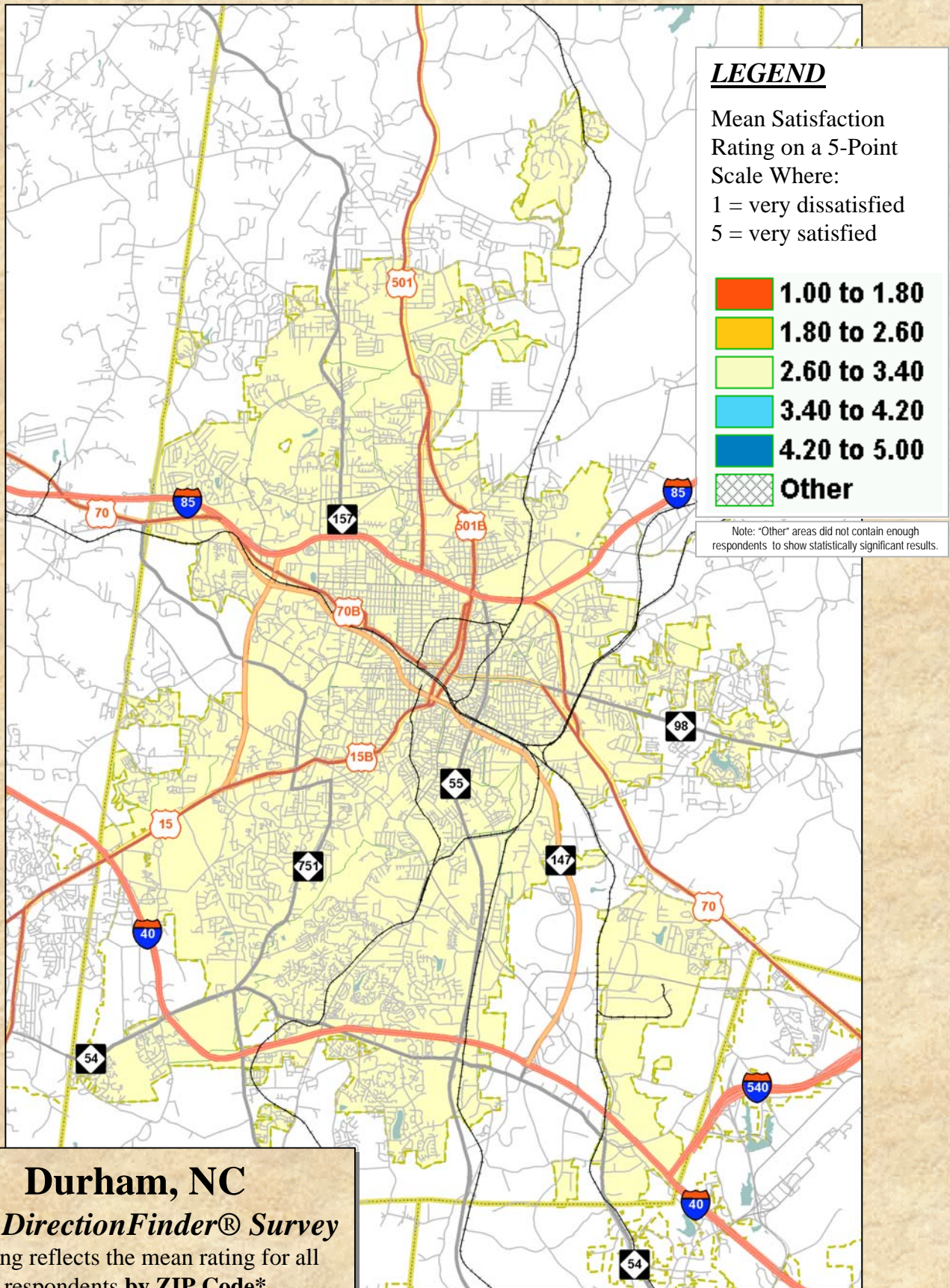


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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# Satisfaction with the City's efforts to remove abandoned or inoperative vehicles (Q14d)

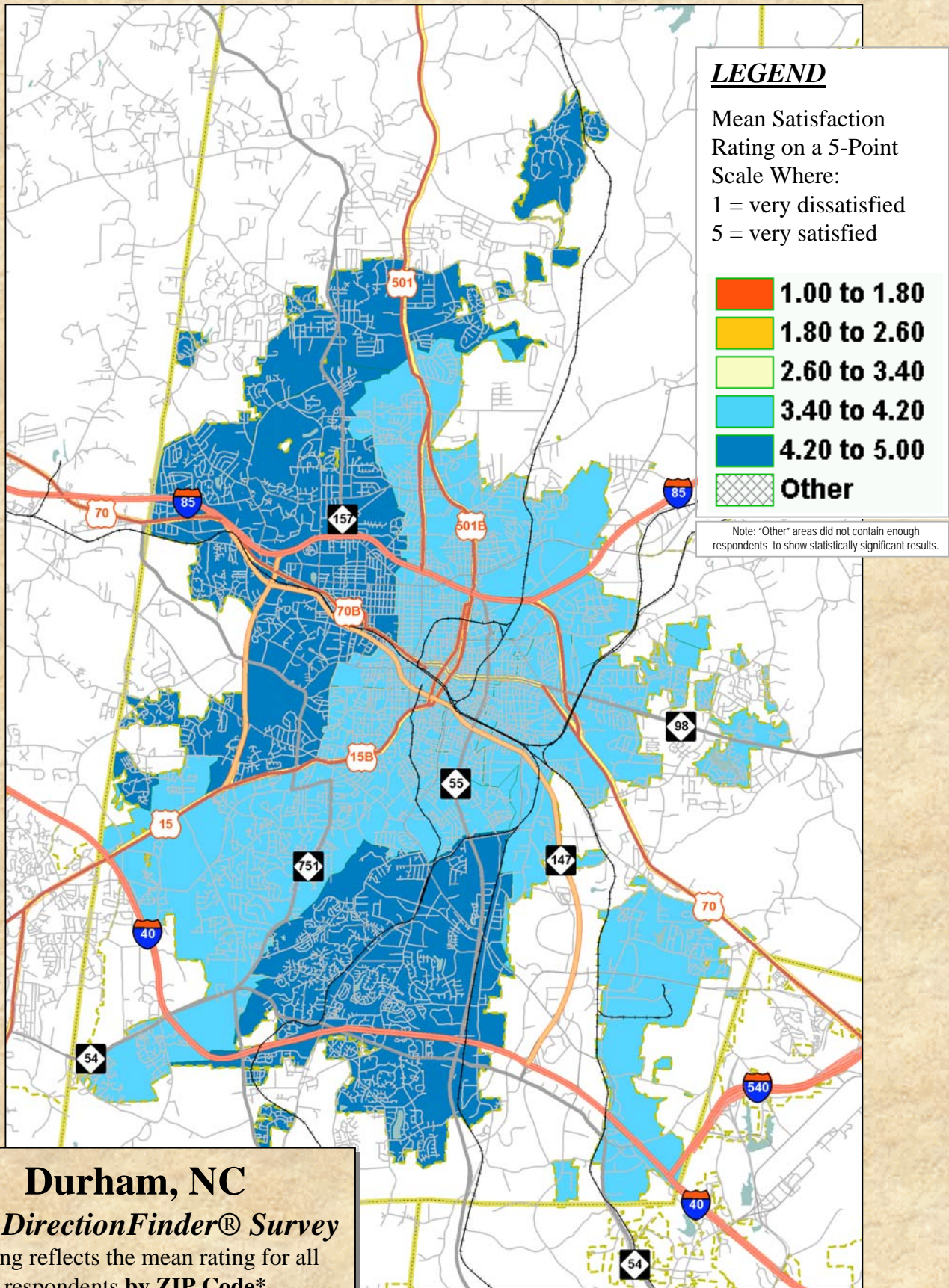


**Durham, NC**  
**2006 DirectionFinder® Survey**  
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# Satisfaction with the City's trash collection services (Q16a)

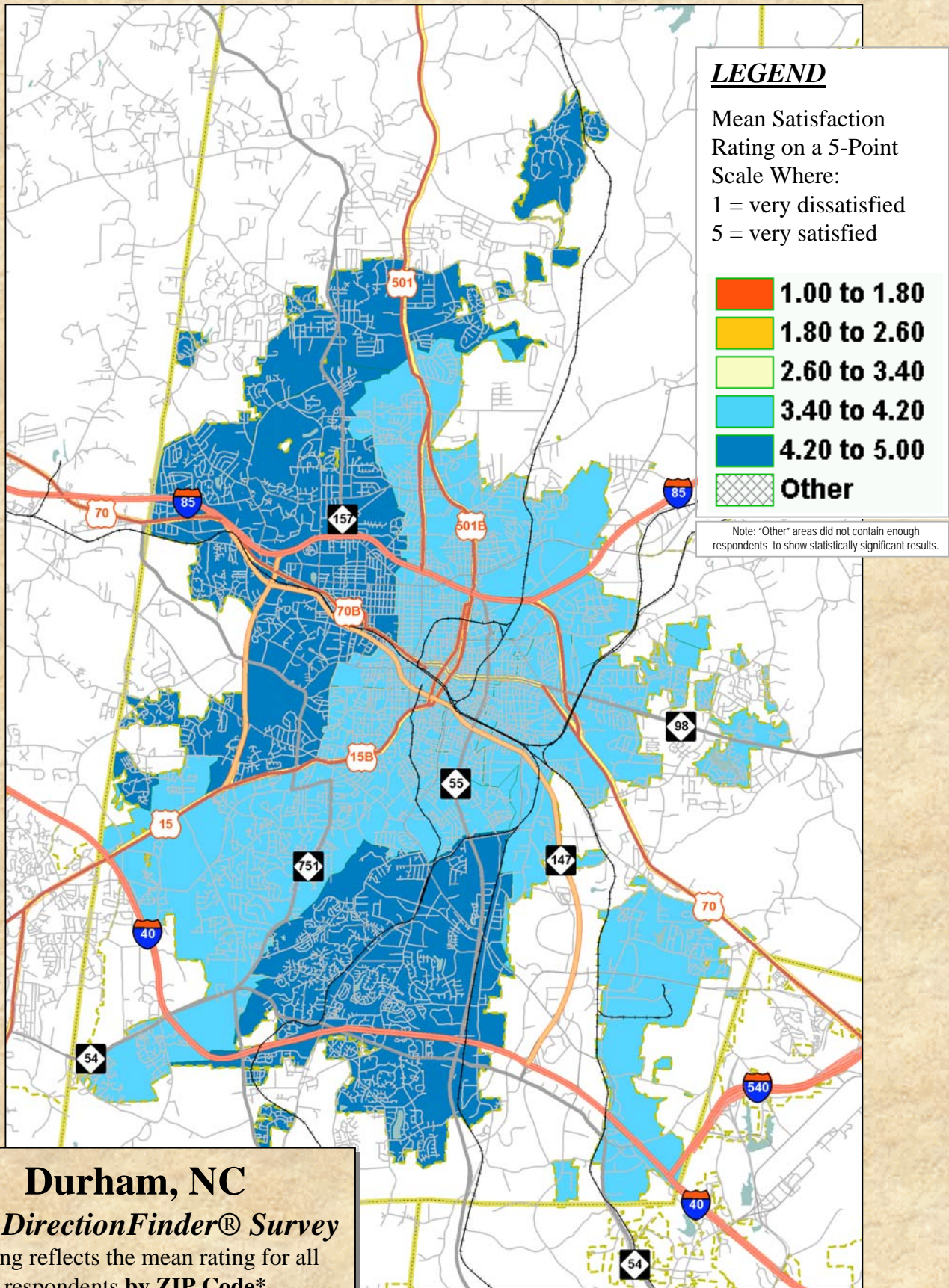


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



## Satisfaction with the City's curbside recycling services (Q16b)

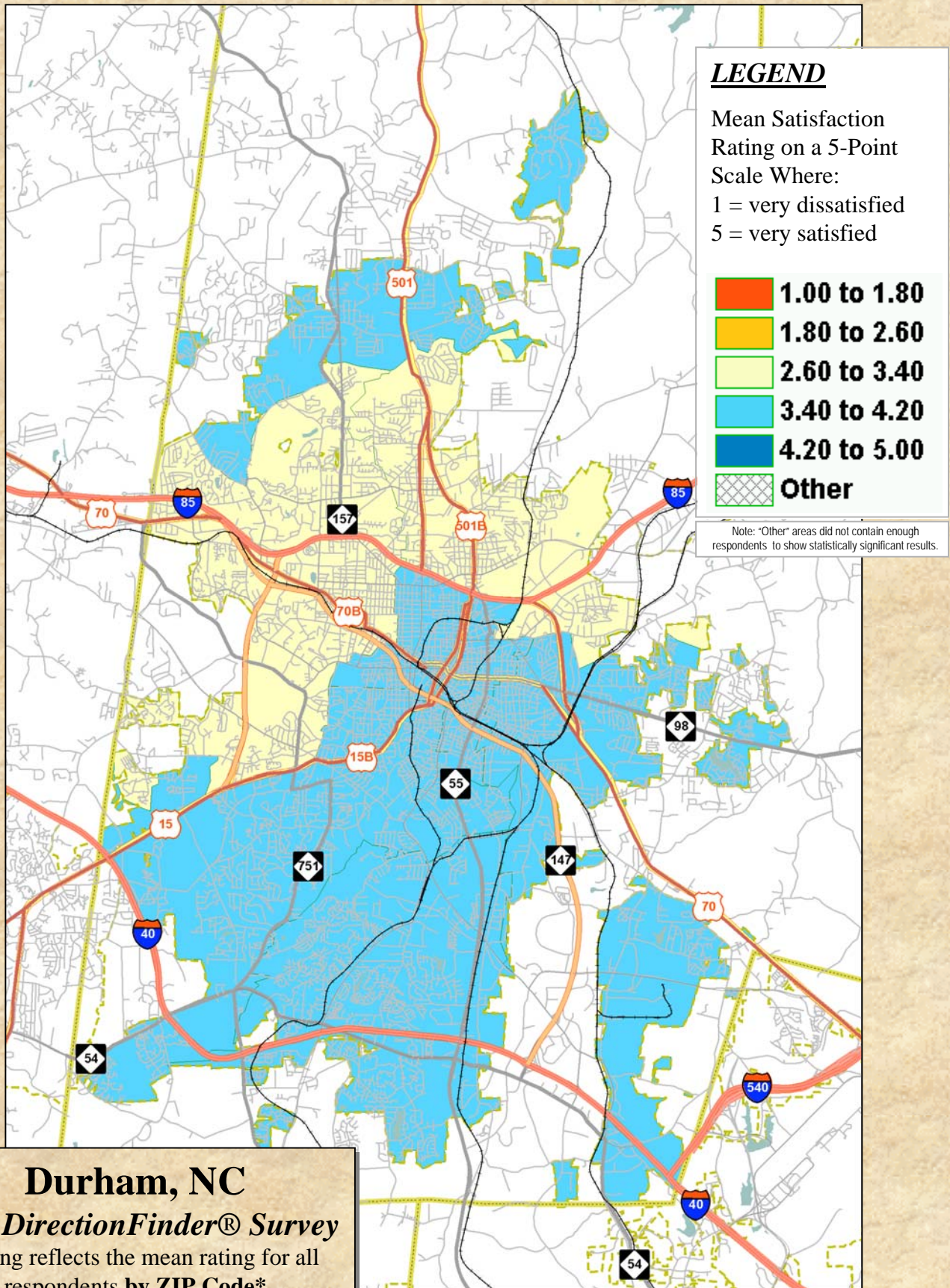


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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# Satisfaction with bulky item pick up/removal services (Q16c)

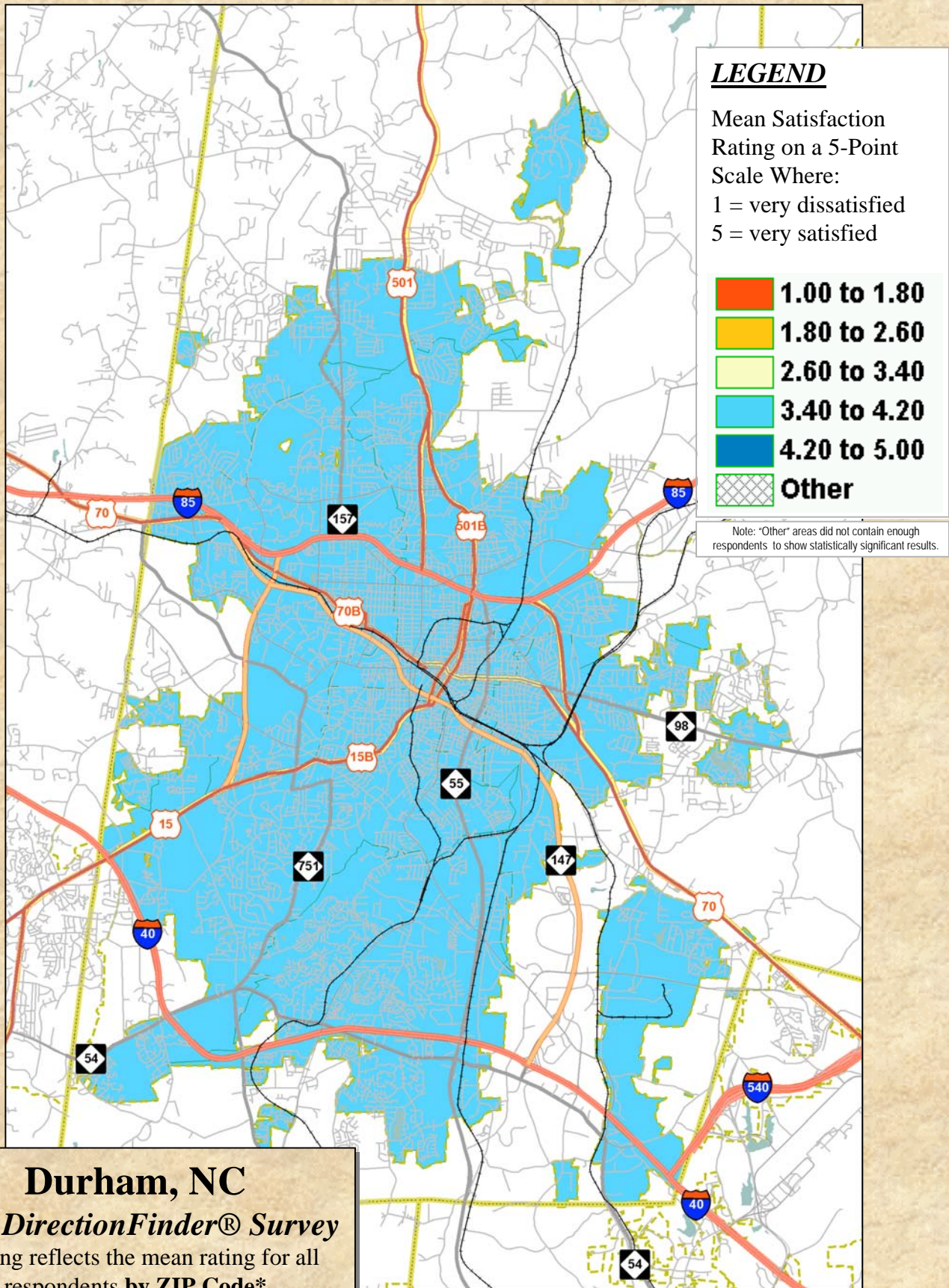


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

\*Clipped to City boundaries and combined based on respondent distribution



# Satisfaction with the City's yardwaste collection services (Q16d)

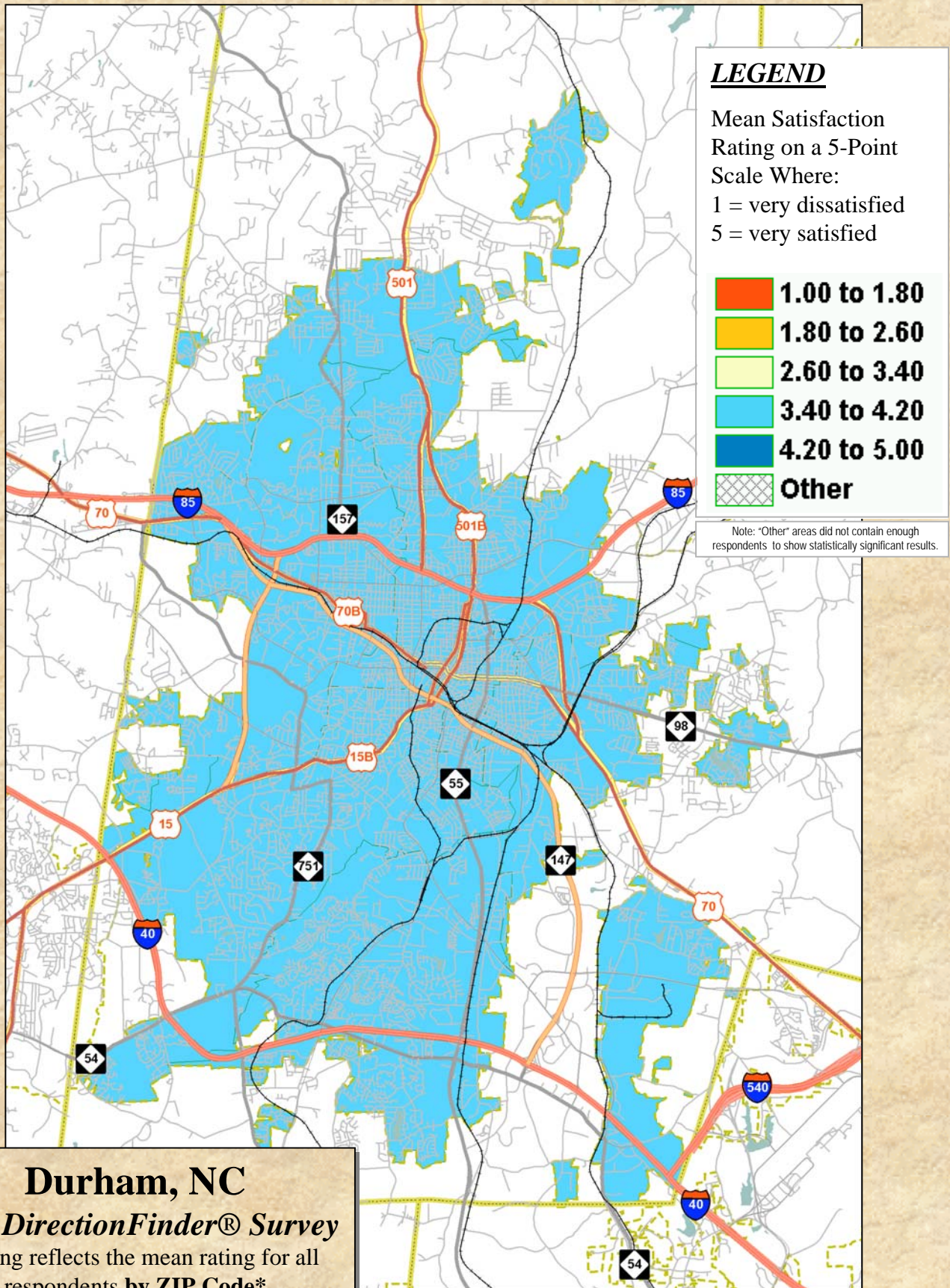


**Durham, NC**  
**2006 DirectionFinder® Survey**  
 Shading reflects the mean rating for all respondents by ZIP Code\*

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# Satisfaction with the quality of drinking water (Q16e)

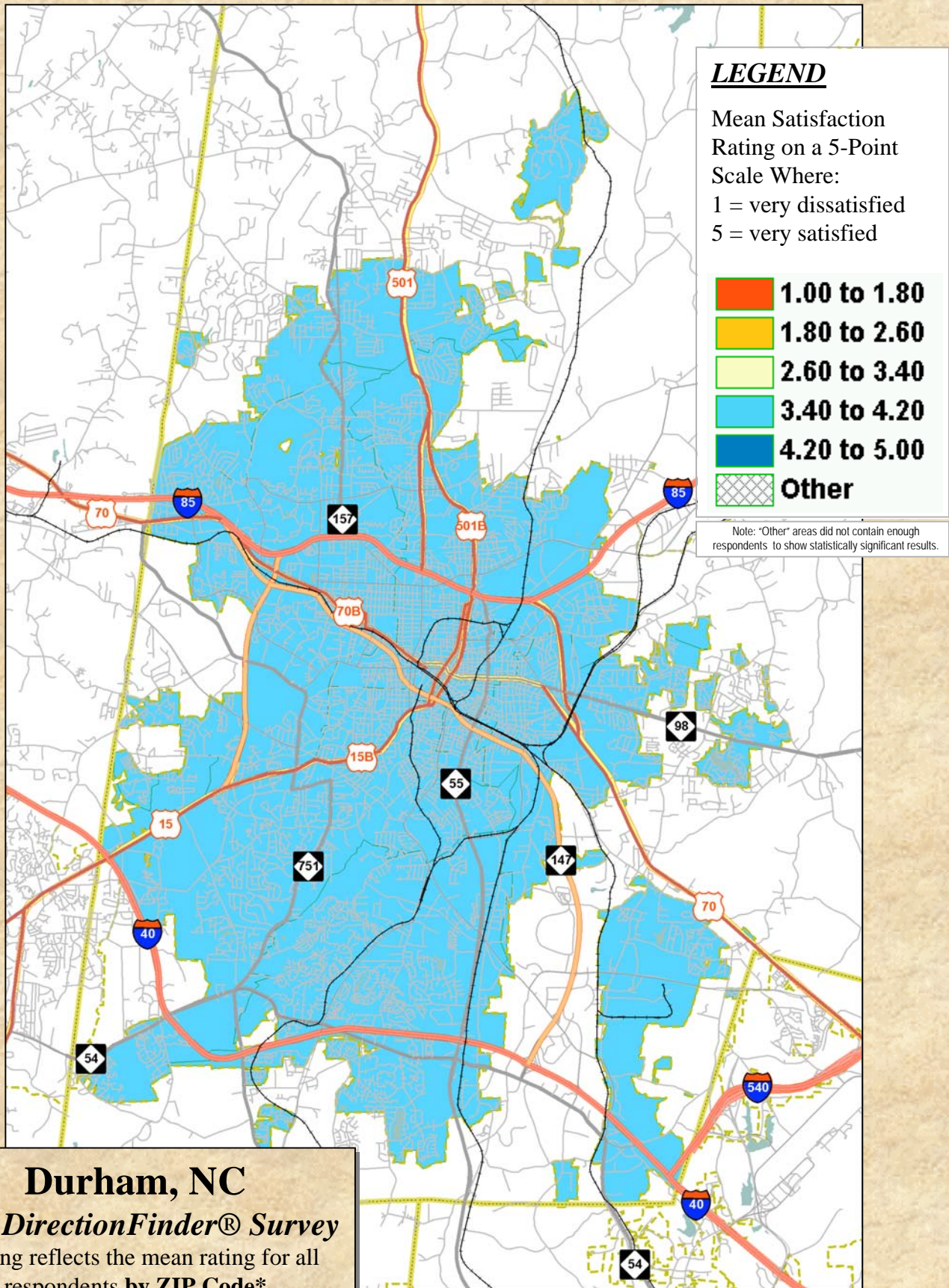


**Durham, NC**  
**2006 DirectionFinder® Survey**  
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## Satisfaction with wastewater services (Q16f)

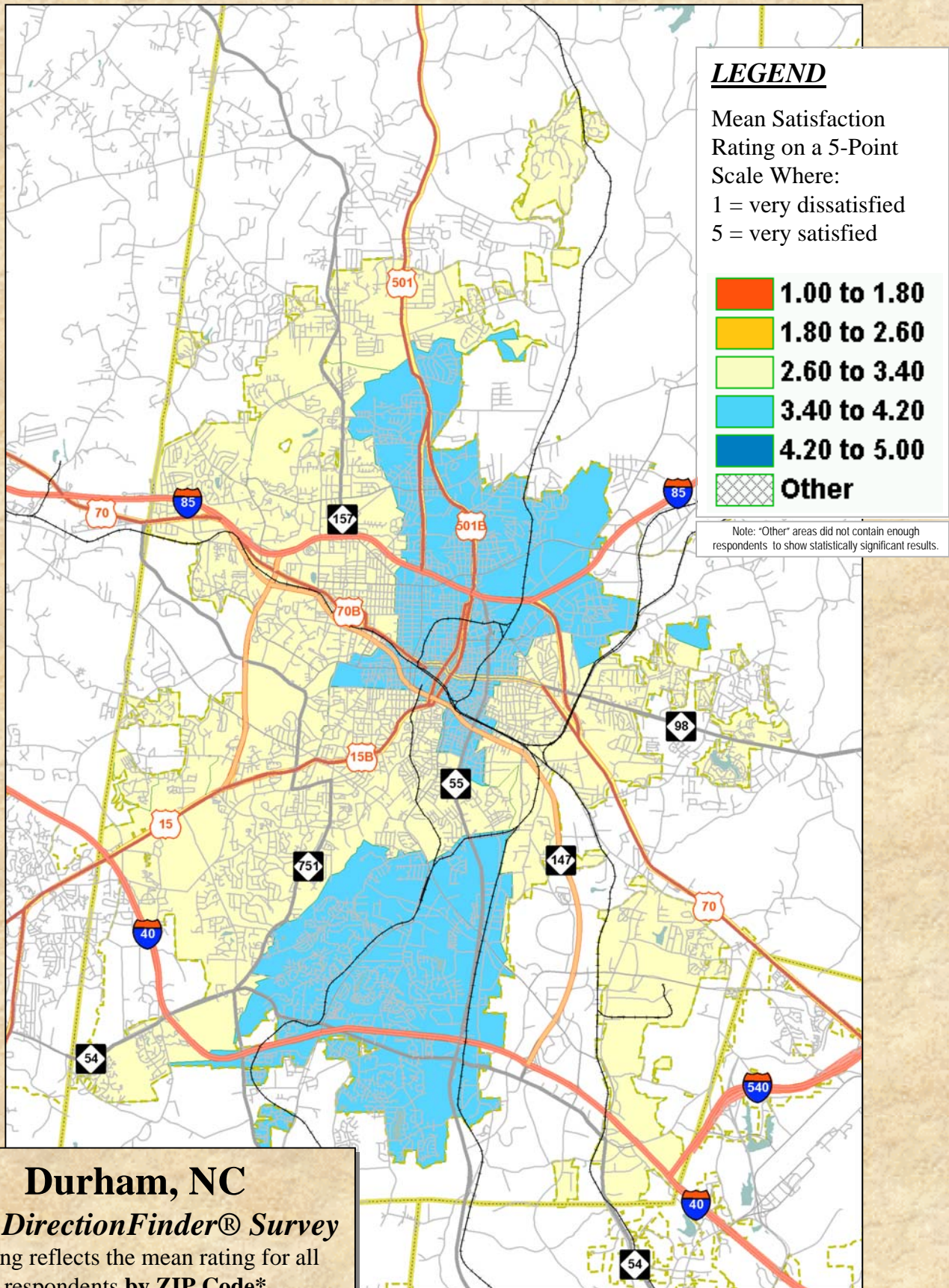


**Durham, NC**  
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## Satisfaction with the direction in which the City is moving (Q19f)



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\*Clipped to City boundaries and combined based on respondent distribution



*Section 4:*  
***Tabular Data***

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**Q1. Major categories of services provided by the City of Durham are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=426)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q1a Quality of police protection	3.5%	10.8%	24.2%	43.2%	14.1%	4.2%
Q1b Quality of fire protection & rescue services	0.9%	2.6%	17.1%	46.0%	24.6%	8.7%
Q1c Maintenance of city streets & infrastructure	21.6%	34.3%	20.4%	18.8%	4.0%	0.9%
Q1d Quality of city water & sewer utilities	4.5%	9.4%	22.5%	43.4%	16.4%	3.8%
Q1e Enforcement of city codes & ordinances	5.9%	14.6%	28.4%	30.3%	6.8%	14.1%
Q1f Quality of customer service you receive from city employees	4.7%	9.2%	26.8%	37.8%	13.1%	8.5%
Q1g Effectiveness of city communication with the public	6.1%	17.4%	28.2%	34.3%	8.2%	5.9%
Q1h Flow of traffic in the city	8.7%	23.5%	28.4%	30.0%	5.9%	3.5%
Q1i Quality of the city's public transit system	5.9%	10.6%	22.5%	21.6%	7.5%	31.9%

**Q1. Major categories of services provided by the City of Durham are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

**EXCLUDING DON'T KNOWS**

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q1a Quality of police protection	3.7%	11.3%	25.2%	45.1%	14.7%
Q1b Quality of fire protection & rescue services	1.0%	2.8%	18.8%	50.4%	27.0%
Q1c Maintenance of city streets & infrastructure	21.8%	34.6%	20.6%	19.0%	4.0%
Q1d Quality of city water & sewer utilities	4.6%	9.8%	23.4%	45.1%	17.1%
Q1e Enforcement of city codes & ordinances	6.8%	16.9%	33.1%	35.2%	7.9%
Q1f Quality of customer service you receive from city employees	5.1%	10.0%	29.2%	41.3%	14.4%
Q1g Effectiveness of city communication with the public	6.5%	18.5%	29.9%	36.4%	8.7%
Q1h Flow of traffic in the city	9.0%	24.3%	29.4%	31.1%	6.1%
Q1i Quality of the city's public transit system	8.6%	15.5%	33.1%	31.7%	11.0%

**Q2. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?**

Q2 1 <sup>st</sup> choice	Number	Percent
A=Quality of police protection	144	33.8 %
B=Quality of fire protection & rescue services	6	1.4 %
C=Maintenance of city streets & infrastructure	148	34.7 %
D=Quality of city water & sewer utilities	15	3.5 %
E=Enforcement of city codes & ordinances	10	2.3 %
F=Quality of customer service you receive	11	2.6 %
G=Effectiveness of city communication	8	1.9 %
H=Flow of traffic in the City	25	5.9 %
I=Quality of the City's public transit system	23	5.4 %
Z=None chosen	36	8.5 %
Total	426	100.0 %



**Q2. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?**

<u>Q2 2<sup>nd</sup> choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police protection	50	11.7 %
B=Quality of fire protection & rescue services	40	9.4 %
C=Maintenance of city streets & infrastructure	83	19.5 %
D=Quality of city water & sewer utilities	29	6.8 %
E=Enforcement of city codes & ordinances	29	6.8 %
F=Quality of customer service you receive	15	3.5 %
G=Effectiveness of city communication	43	10.1 %
H=Flow of traffic in the City	57	13.4 %
I=Quality of the City's public transit system	22	5.2 %
Z=None chosen	58	13.6 %
Total	426	100.0 %

<u>Q2 3<sup>rd</sup> choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police protection	29	6.8 %
B=Quality of fire protection & rescue services	27	6.3 %
C=Maintenance of city streets & infrastructure	51	12.0 %
D=Quality of city water & sewer utilities	26	6.1 %
E=Enforcement of city codes & ordinances	34	8.0 %
F=Quality of customer service you receive	29	6.8 %
G=Effectiveness of city communication	46	10.8 %
H=Flow of traffic in the City	49	11.5 %
I=Quality of the City's public transit system	36	8.5 %
Z=None chosen	99	23.2 %
Total	426	100.0 %

**Q2. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years? (all three selections)**

<u>Q2 SUM OF TOP 3 CHOICES</u>	<u>Number</u>	<u>Percent</u>
A = Quality of police protection	223	52.3 %
B = Quality of fire protection & rescue services	73	17.1 %
C = Maintenance of city streets & infrastructure	282	66.2 %
D = Quality of city water & sewer utilities	70	16.4 %
E = Enforcement of city codes & ordinances	73	17.1 %
F = Quality of customer service you receive	55	12.9 %
G = Effectiveness of city communication	97	22.8 %
H = Flow of traffic in the City	131	30.8%
I = Quality of the City's public transit system	81	19.0 %
Z = None chosen	36	8.5 %
Total	1121	100.0 %

**Q3. Several items that may influence your perception of the City of Durham are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=426)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q3a Quality of services provided by the City of Durham	4.7%	9.6%	28.4%	44.1%	8.5%	4.7%
Q3b Appearance of the city	5.4%	24.4%	35.4%	28.2%	4.7%	1.9%
Q3c-Image of the city	12.9%	37.3%	22.8%	18.8%	5.6%	2.6%
Q3d How well the city is planning growth	7.0%	15.5%	33.6%	25.6%	8.5%	9.9%
Q3e Quality of life in the city	4.0%	15.3%	29.3%	40.8%	7.0%	3.5%
Q3f Quality of your neighborhood	3.5%	11.0%	17.8%	45.3%	19.7%	2.6%
Q3g Value you receive for your city tax dollars & fees	12.2%	27.7%	30.0%	20.4%	5.2%	4.5%



**Q3. Several items that may influence your perception of the City of Durham are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)**

**EXCLUDING DON'T KNOWS**

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q3a Quality of services provided by the City of Durham	4.9%	10.1%	29.8%	46.3%	8.9%
Q3b Appearance of the city	5.5%	24.9%	36.1%	28.7%	4.8%
Q3c-Image of the city	13.3%	38.3%	23.4%	19.3%	5.8%
Q3d How well the city is planning growth	7.8%	17.2%	37.2%	28.4%	9.4%
Q3e Quality of life in the city	4.1%	15.8%	30.4%	42.3%	7.3%
Q3f Quality of your neighborhood	3.6%	11.3%	18.3%	46.5%	20.2%
Q3g Value you receive for your city tax dollars & fees	12.8%	29.0%	31.4%	21.4%	5.4%

**Q4. Public Safety. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:**

(N=426)

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5	Don't know 9
Q4a When walking alone in your neighborhood during the day	2.3%	7.3%	12.0%	41.5%	34.3%	2.6%
Q4b Walking alone in your neighborhood at night	12.9%	22.5%	15.0%	28.9%	13.4%	7.3%
Q4c Walking alone in the nearest city park to your home during the day	8.9%	17.8%	17.4%	28.9%	11.3%	15.7%
Q4d Walking alone in the nearest city park to your home at night	25.8%	28.2%	13.4%	7.3%	2.1%	23.2%
Q4e Visiting city recreation centers	4.5%	11.0%	23.5%	26.5%	10.1%	24.4%
Q4f In Downtown Durham	11.0%	20.9%	24.2%	27.5%	8.0%	8.5%
Q4g In the City of Durham overall	9.2%	19.2%	31.5%	31.2%	5.2%	3.8%



**Q4. Public Safety. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations: (excluding don't know)**

**EXCLUDING DON'T KNOWS**

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5
Q4a When walking alone in your neighborhood during the day	2.4%	7.5%	12.3%	42.7%	35.2%
Q4b Walking alone in your neighborhood at night	13.9%	24.3%	16.2%	31.1%	14.4%
Q4c Walking alone in the nearest city park to your home during the day	10.6%	21.2%	20.6%	34.3%	13.4%
Q4d Walking alone in the nearest city park to your home at night	33.6%	36.7%	17.4%	9.5%	2.8%
Q4e Visiting city recreation centers	5.9%	14.6%	31.1%	35.1%	13.4%
Q4f In Downtown Durham	12.1%	22.8%	26.4%	30.0%	8.7%
Q4g In the City of Durham overall	9.5%	20.0%	32.7%	32.4%	5.4%

**Q5. Please indicate whether you or other members of your household have done the following activities during the past year by circling YES or NO for each of the items listed below.**

(N=426)

	Yes 1	No 2
Q5a Used a city recreation center	42.1%	57.9%
Q5b Used a city swimming pool	17.4%	82.6%
Q5c Participated in City athletic programs	17.9%	82.1%
Q5d Participated in other city recreation programs	21.2%	78.8%
Q5e Visited a neighborhood or city park	64.9%	35.1%
Q5f Attended a city sponsored meeting	26.7%	73.3%
Q5g Ridden a city bus	28.0%	72.0%
Q5h Attended a class at the Durham Arts Council	10.8%	89.2%
Q5i Attended an event at the Carolina Theater	40.5%	59.5%
Q5j Attended event at the Durham Bulls Athletic Park	55.8%	44.2%
Q5k Visited the Hayti Heritage Center	30.1%	69.9%
Q5l Attended the Bimbe Cultural Arts Festival	23.8%	76.2%
Q5m Attended the City's Senior Holiday Party	8.0%	92.0%
Q5n Attended the City's Easter Egg Hunt	8.2%	91.8%
Q5o Attended City's 4th of July Celebration	29.6%	70.4%
Q5p Disposed of materials at the City's household hazardous waste disposal center	34.6%	65.4%
Q5q Used one of the City's drop-off recycling centers	42.4%	57.6%
Q5r Composted materials	21.4%	78.6%
Q5s Purchased mulch, compost or topsoil at the City's yardwaste facility	11.8%	88.2%
Q5t Called Durham OneCall	28.0%	72.0%
Q5u Visited Downtown Durham	83.8%	16.2%



**Q6. Communication. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=426)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q6a Availability of information about City programs & services	3.5%	15.5%	29.6%	37.1%	10.8%	3.5%
Q6b City efforts to keep you informed about local issues	5.6%	16.0%	33.8%	31.7%	9.2%	3.8%
Q6c Level of public involvement in local decisions	4.9%	21.8%	37.6%	22.8%	5.6%	7.3%

**Q6. Communication. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

**EXCLUDING DON'T KNOWS**

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q6a Availability of information about City programs & services	3.6%	16.1%	30.7%	38.4%	11.2%
Q6b City efforts to keep you informed about local issues	5.9%	16.6%	35.1%	32.9%	9.5%
Q6c Level of public involvement in local decisions	5.3%	23.5%	40.5%	24.6%	6.1%

**Q7. Do you think the level of public involvement in the City of Durham is:**

<u>Q7 Level of public involvement is</u>	<u>Number</u>	<u>Percent</u>
1=Too high	14	3.3 %
2=About right	131	30.8 %
3=Too low	138	32.4 %
9=Don't know	143	33.6 %
Total	426	100.0 %

**Q8. Which of the following do you use to get information about the City of Durham?**

<u>Q8 Use to get information</u>	<u>Number</u>	<u>Percent</u>
01 = City's Citizens Report	62	14.6 %
02 = Durham Citizen's newsletter	168	39.4 %
03 = City website	124	29.1 %
04 = Herald Sun Newspaper	244	57.3 %
05 = News & Observer Newspaper	149	35.0 %
06 = Other local newspapers	54	12.7 %
07 = City cable channel 8	132	31.0 %
08 = Durham OneCall	32	7.5 %
09 = Local radio	163	38.3 %
10 = Television news	284	66.7 %
11 = Other	24	5.6 %
99 = None chosen	12	2.8 %
Total	1448	



**Q9. Parks and Recreation. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=426)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q9a City parks	4.2%	10.8%	25.8%	32.2%	8.7%	18.3%
Q9b City playgrounds	4.0%	10.8%	27.0%	22.8%	7.0%	28.4%
Q9c Greenways & trails in the City	3.8%	9.2%	24.9%	31.9%	9.9%	20.4%
Q9d City recreation centers	1.6%	5.6%	27.9%	25.4%	6.3%	33.1%
Q9e City swimming pools	3.5%	5.9%	25.1%	15.5%	4.7%	45.3%
Q9f Outdoor athletic fields	3.1%	8.5%	24.6%	21.6%	7.3%	35.0%

**Q9. Parks and Recreation. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

**EXCLUDING DON'T KNOWS**

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q9a City parks	5.2%	13.2%	31.6%	39.4%	10.6%
Q9b City playgrounds	5.6%	15.1%	37.7%	31.8%	9.8%
Q9c Greenways & trails in the City	4.7%	11.5%	31.3%	40.1%	12.4%
Q9d City recreation centers	2.5%	8.4%	41.8%	37.9%	9.5%
Q9e City swimming pools	6.4%	10.7%	45.9%	28.3%	8.6%
Q9f Outdoor athletic fields	4.7%	13.0%	37.9%	33.2%	11.2%

**Q10. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

Q10 1 <sup>st</sup> choice	Number	Percent
A=City parks	120	28.2 %
B=City playgrounds	42	9.9 %
C=Greenways & trails in the City	63	14.8 %
D=City recreation centers	43	10.1 %
E=City swimming pools	19	4.5 %
F=Outdoor athletic fields	43	10.1 %
Z=None chosen	96	22.5 %
Total	426	100.0 %

Q10 2 <sup>nd</sup> choice	Number	Percent
A=City parks	68	16.0 %
B=City playgrounds	69	16.2 %
C=Greenways & trails in the City	44	10.3 %
D=City recreation centers	52	12.2 %
E=City swimming pools	20	4.7 %
F=Outdoor athletic fields	46	10.8 %
Z=None chosen	127	29.8 %
Total	426	100.0 %

**Q10. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)**

Q10 SUM OF TOP 2 CHOICES	Number	Percent
A = City parks	188	44.1 %
B = City playgrounds	111	26.1 %
C = Greenways & trails in the City	107	25.1 %
D = City recreation centers	95	22.3 %
E = City swimming pools	39	9.2 %
F = Outdoor athletic fields	89	20.9 %
Z = None chosen	96	22.5 %
Total	725	



**Q11. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=426)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q11a Street maintenance & repair	26.1%	36.7%	17.4%	15.8%	2.6%	1.4%
Q11b Condition of major city streets	21.1%	34.5%	23.2%	16.0%	2.6%	2.6%
Q11c Condition of streets in your neighborhood	15.5%	23.0%	20.4%	30.5%	8.9%	1.6%
Q11d Condition of sidewalks in the City	11.7%	22.3%	31.7%	23.7%	3.3%	7.3%
Q11e Condition of street signs & traffic signals	4.0%	11.3%	31.0%	43.2%	8.2%	2.3%
Q11f Cleanliness & appearance of medians & roadsides	7.5%	22.3%	29.8%	33.6%	4.5%	2.3%
Q11g Mowing & tree trimming along city streets & other public areas	7.3%	16.4%	30.0%	37.1%	6.3%	2.8%
Q11h Adequacy of city street lighting	8.0%	19.2%	31.2%	32.6%	5.6%	3.3%
Q11i Condition of city parks	5.2%	13.6%	31.0%	27.2%	4.7%	18.3%
Q11j Cleanliness of city streets	5.6%	22.1%	30.8%	32.9%	3.1%	5.6%
Q11k Cleanliness of stormwater drains & creeks in your neighborhood	10.6%	19.0%	26.8%	30.3%	5.9%	7.5%

**Q11. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

**EXCLUDING DON'T KNOWS**

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q11a Street maintenance & repair	26.5%	37.2%	17.7%	16.0%	2.6%
Q11b Condition of major city streets	21.7%	35.4%	23.9%	16.4%	2.7%
Q11c Condition of streets in your neighborhood	15.8%	23.4%	20.8%	31.0%	9.1%
Q11d Condition of sidewalks in the City	12.7%	24.1%	34.2%	25.6%	3.5%
Q11e Condition of street signs & traffic signals	4.1%	11.5%	31.7%	44.2%	8.4%
Q11f Cleanliness & appearance of medians & roadsides	7.7%	22.8%	30.5%	34.4%	4.6%
Q11g Mowing & tree trimming along city streets & other public areas	7.5%	16.9%	30.9%	38.2%	6.5%
Q11h Adequacy of city street lighting	8.3%	19.9%	32.3%	33.7%	5.8%
Q11i Condition of city parks	6.3%	16.7%	37.9%	33.3%	5.7%
Q11j Cleanliness of city streets	6.0%	23.4%	32.6%	34.8%	3.2%
Q11k Cleanliness of stormwater drains & creeks in your neighborhood	11.4%	20.6%	28.9%	32.7%	6.3%



**Q12. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

Q12 1 <sup>st</sup> choice	Number	Percent
A=Street maintenance & repair	219	51.4 %
B=Condition of major city streets	39	9.2 %
C=Condition of streets in your neighborhood	13	3.1 %
D=Condition of sidewalks in the city	29	6.8 %
E=Condition of street signs & traffic signals	8	1.9 %
F=Cleanliness & appearance of medians	17	4.0 %
G=Mowing & tree trimming along city streets	6	1.4 %
H=Adequacy of city street lighting	22	5.2 %
I=Condition of city parks	6	1.4 %
J=Cleanliness of city streets	5	1.2 %
K=Cleanliness of stormwater drains & creeks	25	5.9 %
Z=None chosen	37	8.7 %
Total	426	100.0 %

Q12 2 <sup>nd</sup> choice	Number	Percent
A=Street maintenance & repair	49	11.5 %
B=Condition of major city streets	118	27.7 %
C=Condition of streets in your neighborhood	44	10.3 %
D=Condition of sidewalks in the city	43	10.1 %
E=Condition of street signs & traffic signals	21	4.9 %
F=Cleanliness & appearance of medians	20	4.7 %
G=Mowing & tree trimming along city streets	11	2.6 %
H=Adequacy of city street lighting	23	5.4 %
I=Condition of city parks	15	3.5 %
J=Cleanliness of city streets	20	4.7 %
K=Cleanliness of stormwater drains & creeks	18	4.2 %
Z=None chosen	44	10.3 %
Total	426	100.0 %

**Q12. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

Q12 3 <sup>rd</sup> choice	Number	Percent
A=Street maintenance & repair	25	5.9 %
B=Condition of major city streets	30	7.0 %
C=Condition of streets in your neighborhood	48	11.3 %
D=Condition of sidewalks in the city	25	5.9 %
E=Condition of street signs & traffic signals	19	4.5 %
F=Cleanliness & appearance of medians	31	7.3 %
G=Mowing & tree trimming along city streets	19	4.5 %
H=Adequacy of city street lighting	47	11.0 %
I=Condition of city parks	27	6.3 %
J=Cleanliness of city streets	35	8.2 %
K=Cleanliness of stormwater drains & creeks	42	9.9 %
Z=None chosen	78	18.3 %
Total	426	100.0 %

**Q12. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (all three selections)**

Q12 SUM OF TOP 3 CHOICES	Number	Percent
A = Street maintenance & repair	293	68.8 %
B = Condition of major city streets	187	43.9 %
C = Condition of streets in your neighborhood	105	24.6 %
D = Condition of sidewalks in the city	97	22.8 %
E = Condition of street signs & traffic signals	48	11.3 %
F = Cleanliness & appearance of medians	68	16.0 %
G = Mowing & tree trimming along city streets	36	8.5 %
H = Adequacy of city street lighting	92	21.6 %
I = Condition of city parks	48	11.3 %
J = Cleanliness of city streets	60	14.1 %
K = Cleanliness of stormwater drains & creeks	85	20.0 %
Z = None chosen	37	8.7 %
Total	1156	



**Q13. About how often during the past year have you been seriously inconvenienced by standing water in the streets of your neighborhood after a rainstorm?**

Q13 Have you been inconvenienced by rain	Number	Percent
1=Almost after every rain	24	5.6 %
2=Only after every heavy rain	52	12.2 %
3=Only after some heavy rains	113	26.5 %
4=Never	198	46.5 %
9=Don't know	39	9.2 %
Total	426	100.0 %

**Q14. Code Enforcement: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=426)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q14a Enforcing the clean up of junk & debris on private property	8.2%	23.8%	27.5%	23.1%	5.4%	12.0%
Q14b Enforcing the mowing & cutting of weeds on private property	6.6%	21.6%	28.0%	23.1%	6.6%	14.1%
Q14c Enforcing the exterior maintenance of residential property	5.4%	19.5%	35.1%	22.6%	5.6%	11.8%
Q14d City efforts to remove abandoned or inoperative vehicles	8.9%	20.5%	30.4%	23.5%	4.2%	12.5%

**Q14. Code Enforcement: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

**EXCLUDING DON'T KNOWS**

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q14a Enforcing the clean up of junk & debris on private property	9.4%	27.0%	31.3%	26.2%	6.1%
Q14b Enforcing the mowing & cutting of weeds on private property	7.7%	25.2%	32.6%	26.8%	7.7%
Q14c Enforcing the exterior maintenance of residential property	6.1%	22.1%	39.7%	25.6%	6.4%
Q14d City efforts to remove abandoned or inoperative vehicles	10.2%	23.4%	34.7%	26.9%	4.8%

**Q15. Which TWO of the code enforcement items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?**

Q15 1 <sup>st</sup> choice	Number	Percent
A=Clean up of junk & debris on private property	172	40.4 %
B=Mowing & cutting of weeds on private prope...	42	9.9 %
C=Exterior maintenance of residential property	47	11.0 %
D=Efforts to remove abandoned or inoperativ...	88	20.7 %
Z=None chosen	77	18.1 %
Total	426	100.0 %

Q15 2 <sup>nd</sup> choice	Number	Percent
A=Clean up of junk & debris on private property	71	16.7 %
B=Mowing & cutting of weeds on private prope...	64	15.0 %
C=Exterior maintenance of residential property	80	18.8 %
D=Efforts to remove abandoned or inoperativ...	111	26.1 %
Z=None chosen	100	23.5 %
Total	426	100.0 %



**Q15. Which TWO of the code enforcement items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (both selections)**

Q15 Sum of Top 2 choices	Number	Percent
A = Clean up of junk & debris on private property	243	57.0 %
B = Mowing & cutting of weeds on private property	106	24.9 %
C = Exterior maintenance of residential property	127	29.8 %
D = Efforts to remove abandoned or inoperative ve...	199	46.7 %
Z = None chosen	77	18.1 %
Total	752	

**Q16. City Utility Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=426)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q16a City trash collection services	1.2%	2.8%	11.5%	45.6%	35.5%	3.3%
Q16b City curbside recycling services	2.4%	2.6%	12.2%	42.1%	35.1%	5.6%
Q16c Bulky item pick up/removal services	5.2%	8.2%	21.6%	24.9%	15.5%	24.5%
Q16d City yardwaste collection services	4.9%	10.4%	18.6%	32.7%	20.5%	12.9%
Q16e Quality of drinking water	3.5%	7.3%	18.8%	46.8%	19.1%	4.5%
Q16f Wastewater services	1.9%	5.2%	26.8%	36.9%	15.1%	14.1%

**Q16. City Utility Services. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

**EXCLUDING DON'T KNOWS**

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q16a City trash collection services	1.2%	2.9%	11.9%	47.2%	36.7%
Q16b City curbside recycling services	2.5%	2.7%	13.0%	44.6%	37.2%
Q16c Bulky item pick up/removal services	6.9%	10.9%	28.7%	33.0%	20.6%
Q16d City yardwaste collection services	5.7%	11.9%	21.4%	37.6%	23.5%
Q16e Quality of drinking water	3.7%	7.6%	19.7%	49.0%	20.0%
Q16f Wastewater services	2.2%	6.0%	31.2%	43.0%	17.5%

**Q17. During the past year, have you or other members of your household contacted the City of Durham to seek services, ask a question, or file a complaint?**

Q17 Contacted the City of Durham	Number	Percent
1=Yes	195	45.8 %
2=No	230	54.0 %
9=Don't remember	1	0.2 %
Total	426	100.0 %

**IF YES to #17**

**Q17a-e. Using a 5-point scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following:**

(N=195)

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q17a How easy they were to contact	6.7%	13.3%	17.4%	37.9%	24.6%	0.0%
Q17b Courtesy of employees	6.2%	10.8%	14.9%	40.5%	27.2%	0.5%
Q17c Accuracy of the information & assistance you were given	9.7%	13.8%	17.4%	35.4%	22.1%	1.5%
Q17d Time it took for your request to be answered	16.9%	14.9%	16.9%	29.2%	21.0%	1.0%
Q17e How well your issue was handled	16.9%	14.4%	19.0%	29.7%	19.5%	0.5%

**Q17a-e. Using a 5-point scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following:**

**EXCLUDING DON'T KNOWS**

	Very dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q17a How easy they were to contact	6.7%	13.3%	17.4%	37.9%	24.6%
Q17b Courtesy of employees	6.2%	10.8%	14.9%	40.7%	27.3%
Q17c Accuracy of the information & assistance you were given	9.9%	14.1%	17.7%	35.9%	22.4%
Q17d Time it took for your request to be answered	17.1%	15.0%	17.1%	29.5%	21.2%
Q17e How well your issue was handled	17.0%	14.4%	19.1%	29.9%	19.6%



**Q18. Please indicate whether any of the following are issues that have been problems in your neighborhood during the past year by circling YES or NO for each of the items listed below.**

(N=426)

	Yes 1	No 2	Don't know 9
Q18a Abandoned cars	23.2%	75.8%	0.9%
Q18b Dilapidated or run-down houses or buildings	23.2%	76.1%	0.7%
Q18c Problems with overgrown weeds in yards or the medians	31.5%	67.6%	0.9%
Q18d Graffiti	10.8%	88.3%	0.9%
Q18e Garbage or yardwaste containers on the curb	25.8%	73.5%	0.7%

**Q18. Please indicate whether any of the following are issues that have been problems in your neighborhood during the past year by circling YES or NO for each of the items listed below.**

**EXCLUDING DON'T KNOWS**

	Yes 1	No 2
Q18a Abandoned cars	23.5%	76.5%
Q18b Dilapidated or run-down houses or buildings	23.4%	76.6%
Q18c Problems with overgrown weeds in yards or the medians	31.8%	68.2%
Q18d Graffiti	10.9%	89.1%
Q18e Garbage or yardwaste containers on the curb	26.0%	74.0%

**Q19. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Durham with regard to the following:**

(N=426)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5	Don't know 9
Q19a As a place to live	4.5%	6.8%	20.7%	54.5%	11.7%	1.9%
Q19b As a place to raise children	8.7%	15.0%	21.1%	38.3%	9.9%	7.0%
Q19c As a place to work	4.5%	6.3%	18.8%	49.8%	13.6%	7.0%
Q19d As a place to retire	7.7%	15.5%	23.5%	32.4%	12.0%	8.9%
Q19e As a place to visit	6.8%	10.6%	27.7%	37.3%	14.1%	3.5%
Q19f As a city that is moving in the right direction	8.2%	12.2%	30.3%	33.6%	11.7%	4.0%

**Q19. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Durham with regard to the following: (excluding don't know)**

(N=426)

	Poor 1	Below average 2	Neutral 3	Good 4	Excellent 5
Q19a As a place to live	4.5%	6.9%	21.1%	55.5%	12.0%
Q19b As a place to raise children	9.3%	16.2%	22.7%	41.2%	10.6%
Q19c As a place to work	4.8%	6.8%	20.2%	53.5%	14.6%
Q19d As a place to retire	8.5%	17.0%	25.8%	35.6%	13.1%
Q19e As a place to visit	7.1%	10.9%	28.7%	38.7%	14.6%
Q19f As a city that is moving in the right direction	8.6%	12.7%	31.5%	35.0%	12.2%

**Q20. How willing would you be to pay a slight increase in taxes to fund improvements to City services?**

Q20 How willing to pay slight increase in taxes	Number	Percent
1=Very willing	37	8.7 %
2=Willing	94	22.1 %
3=Not sure	138	32.4 %
4=Not willing	157	36.9 %
Total	426	100.0 %

**Q21. How willing would you be to pay fees to fund improvements to City services that you use or benefit from?**

Q21 How willing to pay fees to fund improvements	Number	Percent
1=Very willing	41	9.6 %
2=Willing	127	29.8 %
3=Not sure	141	33.1 %
4=Not willing	117	27.5 %
Total	426	100.0 %



**Q22. What do you like BEST about living in the City of Durham?**  
(Comments transcribed verbatim)

Q22 Like best

---

2 HRS FROM BEACH & MOUNTAINS  
A LOT TO DO & GOOD SHOPPING AREAS  
ACCESS TO HIGHWAYS  
ACCESS TO RTP FOR EMPLOYMENT, RICH HISTORY & CULTURAL  
ACCESS TO SHOPPING, SCHOOLS, SERVICES  
ACCESSIBLE TO SHOPPING & SEEMS REASONABLY SAFE  
AFFORDABLE HOUSING & LOCALE CONVENIENT TO RTP  
AFFORDABLE HOUSING, WORK, BEAUTIFUL STATE  
AFFORDABLE REAL ESTATE  
ALL KINDS OF TRIADS OF PEOPLE LIVE HERE, ALL PARTICIPAT  
ALOT OF THINGS TO DO, CLOSE TO WORK & NICE NEIGHBORHOOD  
ALWAYS LIVED THERE  
AS HISPANIC, FOR ITS ASSISTANCE  
AVAILABILITY OF MEDICAL SERVICES & EDUCATIONAL FACILITY  
AWESOME TEACHERS  
BEAUTY, DIVERSITY OF CITY, CHURCH & FRIENDS  
BEING CLOSE TO MY FAMILY  
BEING CLOSE TO MY FAMILY  
BEING NEAR THE EXIT TO 85  
BORN AND RAISED HERE  
BORN HERE  
BORN THERE  
BUS SERVICE-WEATHER  
CAN EASILY GET TO RTD WITHOUT TRAFFIC  
CAN'T THINK OF ONE THING  
CENTRAL LOCATION, CLIMATE, HOUSING DEVELOPMENT  
CENTRAL TO STATE, CLOSE TO METRO AREAS  
CHEAP HOUSING, CONVENIENCE TO RTP, DIVERSITY  
CHEAPER THAN DRANGELO, CHAPEL HILL  
CITY IS GROWING AND BEING VISITED MORE  
CITY OF MEDICINE  
CITY'S CENTRALITY TO TRIANGLE, COMMUNITIES, WORK ETC  
CLEAN  
CLOSE PROXIMITY TO RTP, RALEIGH, CHAPEL HILL  
CLOSE PROXIMITY TO EVERYTHING IN THE REGION  
CLOSE TO CULTURAL & SCIENTIFIC THINGS  
CLOSE TO EVERYTHING  
CLOSE TO FAMILY  
CLOSE TO HUSBANDS WORK-RTP

**Q22. What do you like BEST about living in the City of Durham? (continued)**

(Comments transcribed verbatim)

CLOSE TO RPT  
CLOSENESS TO MY JOB IN RTP  
COMMUNICABLE EMPLOYMENT  
CONVENIENCE OF SOUTHERN DURHAM  
CONVENIENCE TO HOSPITALS AND SCHOOLS  
CONVENIENCE, THINGS ARE EASY AND ACCESSIBLE  
CONVENIENCE, VARIETY OF SERVICES  
CONVENIENT  
CONVENIENT LOCATION, ACCESS TO UNIVERSITIES  
CONVENIENT TO DUKE HOSPITAL  
CONVENIENT TO EVERYTHING  
CONVENIENT TO EVERYTHING  
COST OF LIVING, PROXIMITY TO UNIVERSITIES, HOSPITAL  
CULTURAL AWARENESS & OPPORTUNITIES & DIVERSITY  
CULTURAL DIVERSITY  
CULTURAL DIVERSITY  
CULTURAL DIVERSITY  
CULTURAL EVENTS & ACTIVITIES  
CULTURAL EVENTS, HOUSING AVAILABILITY, OK SCHOOLS  
CULTURE, DIVERSITY  
CULTURE, RESTAURANTS, ACADEMIC LIFE AVAILABLE  
DIVERSITY  
DIVERSITY  
DIVERSITY  
DIVERSITY  
DIVERSITY  
DIVERSITY & HERITAGE  
DIVERSITY IN POPULATION, LOTS OF GREAT CULTURAL ACTIVITIES  
DIVERSITY NEVER A DULL MOMENT  
DIVERSITY OF PEOPLE  
DIVERSITY OF POPULATION, AVAILABILITY OF GOOD CINEMA  
DIVERSITY, CULTURAL DIVERSITY  
DIVERSITY, CULTURAL EVENTS  
DIVERSITY, CULTURAL OPPORTUNITIES, LOTS OF TREES  
DIVERSITY, RESTAURANTS, ARTS, CULTURE  
DUKE  
DUKE  
DUKE  
DUKE, NCCU, DURHAM TECH, ETC  
DUKE MEDICAL FACILITY & DOCTORS  
DURHAM HAS THE SMALL TOWN FEELING  
DURHAM IS A VERY FRIENDLY CITY  
DURHAM'S GOT SOUL AND DIVERSITY OTHER CITIES LACK  
DURHAM USED TO BE A VERY SAFE, COMFORTABLE CITY TO LIVE  
DURHAM'S HISTORY AND CULTURAL

**Q22. What do you like BEST about living in the City of Durham? (continued)**

(Comments transcribed verbatim)

EASE OF COMMUTE  
EASY ACCESS TO EVERYTHING YOU NEED TO LIVE COMFORTABLY  
EASY ACCESS TO WORK  
EDUCATIONAL OPPORTUNITIES  
EDUCATIONAL OPPORTUNITIES  
EDUCATIONAL OPPORTUNITIES, MUSIC & ARTS PRESENTATIONS  
ENVIRONMENT IS GOOD  
EVEN WITH ITS PROBLEMS IT STILL HAS HOMETOWN FEEL  
EVERYBODY SAYS "HI"  
EVERYTHING I WOULDN'T MOVE TO ANY OTHER CITY  
EVERYTHING IS CLOSE BY  
EXCELLENT BUSINESS OPPORTUNITIES  
EXCELLENT TRAFFIC FLOW TO AND FROM WORK  
FAMILY  
FAMILY  
FAMILY  
FAMILY, FRIENDS, CHURCH, JOB ARE ALL RIGHT HERE  
FAMILY IS HERE  
FAMILY IS HERE  
FAMILY ORIENTED  
GARBAGE REMOVAL-RECYCLE MAN IS AWESOME  
GOOD FOR FAMILY LIFE-SMALL CITY COMPARED TO NY  
GOOD JOBS  
GOOD MEDICAL FACILITIES, GOOD SHOPPING, NICE CLIMATE  
GOOD RESTAURANTS, WALKING DOWNTOWN,  
GOOD SCHOOLS  
GOOD WORK  
GREAT MEDICAL CARE, ABUNDANT JOBS, WATER SUPPLY GOOD  
HISTORY & GREAT THINGS TO DO  
HOME! UNIVERSITIES, CULTURE  
HOMELY ATMOSPHERE, OPPORTUNITIES  
HOSPITAL CARE & MEDICAL SERVICES  
I CAN LIVE & WORK IN THE CITY  
I HATE LIVING IN DURHAM, ROTTEN PLACE TO LIVE  
I HAVE A JOB  
I HAVE ALWAYS LIVED HERE, IT IS HOME  
I LIKE THE GROWTH POTENTIAL HAS FOR ALL RESIDENTS  
I LIVED IN ANOTHER CITY & MOVED CLOSER TO DURHAM  
I'M FAMILIAR WITH DURHAM, CAN MOVE AROUND FREELY  
I'M STILL ALIVE  
I'M WONDERING MYSELF  
IMPROVEMENTS ALWAYS BEING MADE  
INFORMATION IS VERY USEFUL TO EVERY CULTURE  
INTERESTING CULTURALLY, GOOD SIZE, GOOD LOCATION



**Q22. What do you like BEST about living in the City of Durham? (continued)**

(Comments transcribed verbatim)

IT IS A FRIENDLY CITY  
IT IS AFFORDABLE, CONVENIENT TO MANY GREAT ACTIVITIES  
IT IS HOME  
IT IS HOME  
IT IS LIVING & DIVERSE  
IT IS WHERE I WAS BORN  
IT'S A GOOD PLACE TO LIVE  
IT'S A GREAT PLACE  
IT'S CLOSE TO MY FAMILY & JOB  
IT'S COMFORTABLE  
IT'S DIVERSITY  
IT'S DIVERSITY  
IT'S LIKE LIVING IN THE COUNTRY  
IT'S RELATIVELY QUIET BUT STILL HAS THINGS TO DO  
IT'S HOME  
JOB OPPORTUNITIES  
JOB OPPORTUNITIES  
JOBS  
JOBS  
JOBS, HOSPITALS, HEALTH CARE FACILITIES  
LAID BACK LIFE STYLE, POLITENESS OF RESIDENTS  
LESS TRAFFIC THAN IN LARGER CITIES  
LIVING IN RTP IT IS CLOSE TO RALEIGH & CHAPEL HILL  
LOCATION  
LOCATION  
LOCATION  
LOCATION, CLIMATE, ENVIRONMENT  
LOCATION WITHIN THE TRIANGLE, INTELLECTUAL COMMUNITY  
LOTS OF THINGS TO DO, CITY SPONSORED ACTIVITIES  
LOW COST OF LIVING  
LOWER COST OF HOUSING  
MAJOR HOSPITALS AND UNIVERSITIES  
MAYOR  
MEDICAL JOBS  
MEDICAL SERVICES  
MEDICAL SERVICES, EDUCATIONAL OPPORTUNITIES, LIBRARIES  
MORE COMMUNITY INVOLVEMENT IN CITY AFFAIRS  
MY CHURCH, THIS WHERE I GREW UP  
MY NEIGHBORHOOD & NINTH ST  
MY NEIGHBORHOOD IS CLEAN, QUIET, POTENTIALLY OK  
NEAR FAMILY AND FRIENDS, LOVE THE CITY  
NEARNESS TO DUKE UNIVERSITY  
NEIGHBORHOOD BEING ABLE TO WALK OR RIDE BIKE  
NEVER LIVED ANY PLACE ELSE

**Q22. What do you like BEST about living in the City of Durham? (continued)**

(Comments transcribed verbatim)

NEW DEVELOPMENTS IN LIVING COMMUNITIES  
NEW EVOLVEMENT  
NEW IMPROVEMENT IN HOUSING & SHOPPING MALLS  
NICE NEIGHBORHOOD  
NICE RESTAURANTS PROXIMITY TO WORK  
OK WEATHER  
OPPORTUNITY, DIVERSITY  
OUR CHURCH  
OUR CHURCH  
OUR NEIGHBORHOOD, CITIES DISTRIBUTION, MEDICAL RESOURCE  
OVERALL IT IS A GOOD CITY IN WHICH TO LIVE  
OVERALL LIVING IN DURHAM IS GREAT  
OVERALL WEATHER  
PARKS  
PEOPLE  
PEOPLE, QUALITY OF LIFE  
PROXIMITY TO RTP  
PROXIMITY TO CHAPEL HILL  
PROXIMITY TO CHAPEL HILL RTP, BEACH, CULTURAL DIVERSITY  
PROXIMITY TO OTHER PARTS OF THE TRIANGLE  
PROXIMITY TO RTP, DEVELOPMENT SUCH AS AMERICAN TOBACCO  
PROXIMITY TO THE RTP  
PROXIMITY TO WORK  
PROXIMITY TO WORK, OTHER AREAS OF THE TRIANGLE  
QUALITY OF AIR  
QUIETNESS  
QUIETNESS  
QUIETNESS  
QUIETNESS OF MY NEIGHBORHOOD  
REASONABLE PLACE TO LIVE, COST OF LIVING IS NOT HIGH  
RELATIVE LOW COST COMPARED TO REST OF TRIANGLE  
RETAIL AVAILABILITY, CONVENIENCE TO RALEIGH, CHAPEL HILL  
RURAL ATMOSPHERE  
SCHOOL  
SCHOOL SYSTEM & HOUSING PRICES LESS THAN UP NORTH  
SCHOOLS  
SCHOOLS  
SCHOOLS, HOSPITALS, SHOPPING MALLS, GROCERY STORES  
SCHOOLS TOO CLOSE TO NEIGHBORHOODS THAT'S CAUSING PROBLEMS  
SERVICES PROVIDED BY CITY  
SHOPPING, ENTERTAINMENT, MEDICAL (BEST DOCTORS)  
SHOPPING, NICE HOMES  
SMALL TOWN ATMOSPHERE  
SMALLER THAN SOME  
SO MUCH TO DO OUTSIDE

**Q22. What do you like BEST about living in the City of Durham? (continued)**

(Comments transcribed verbatim)

SOCIAL & RACIAL DIVERSITY

THAT I CAN WALK TO SO MANY STORES & SERVICES AND TRAILS

THAT ITS NOT A BIG CITY LIKE ATLANTA, NY & CALIF

THE CENTRAL LOCATION

THE CHRISTIAN CHURCHES

THE CITY PROGRAMS FOR CHILDREN & SENIORS

THE COMMUNITY IS SAFE, CLEAN & HAS A SENSE OF COMMUNITY

THE CONVENIENCE OF STORES

THE CONVENIENT & LOCATION OF BUSINESSES

THE COST OF LIVING

THE CULTURAL ENVIRONMENT & DIVERSITY

THE DIVERSITY & ENERGY

THE DIVERSITY OF PEOPLE & NEIGHBORHOODS

THE END, THE SMALL TOWN FEEL, SENSE OF COMMUNITY

THE FRIENDLY PEOPLE

THE GOOD WEATHER

THE HOSPITALS

THE INVOLVEMENT OF THE CITIZENS

THE MALL

THE NEIGHBORHOOD I LIVE IN

THE PEOPLE

THE PEOPLE

THE PEOPLE AND THE ATMOSPHERE

THE PEOPLE, DIVERSITY OF PEOPLE, CHARACTER OF HOUSING

THE PRICE OF HOUSING & TAXES

THE PUBLIC TRANSIT SYSTEM

THE QUIETNESS IN SOME AREAS

THE SCHOOL SYSTEM

THE THINGS THAT DURHAM HAS TO OFFER

THE VARIETY OF PLACES TO LIVE

THE WEATHER

THERE IS A LOT OF RECREATION FOR ALL AGES

THERE IS GREAT AFRICAN AMERICAN GROWTH

THERE IS PLENTY OF WORK

THIS IS MY HOME, I AM A NATIVE

TOGETHERNESS IN NEIGHBORHOOD

TRAIL, ACCESS TO CHAPEL HILL, RALEIGH, DUKE UNIV & HOSP

TREES

UNDISCOVERED QUALITY

VARIETY

VERSITILE

VERY DIVERSIFIED

VERY PLEASED WITH THE SCHOOLS AND NEW SHOPPING AREAS

WEATHER & CLIMATE

WORKING CONDITIONS



**Q23. What do you like LEAST about living in the City of Durham?**

**(Comments transcribed verbatim)**

[illegible]

**Q23. What do you like LEAST about living in the City of Durham? (continued)**

(Comments transcribed verbatim)

CRIME

CRIME

CRIME & ATTITUDES OF RESIDENTS

CRIME & DRUGS

CRIME & FEAR OF CRIME

CRIME & GANGS

CRIME & GANGS

CRIME & SAFETY

CRIME & THREAT OF CRIME, HIGH TAXES INEFFECTIVE APPLIED

CRIME & UNSAFE DOWNTOWN AREA

CRIME, CONDITION OF STREETS, LACK OF LIGHTING

CRIME, DRUGS, VIOLENT, GANGS, ETC

CRIME, GANGS

CRIME, GANGS, EVERYBODY SWERVING TO AVOID POT HOLES

CRIME, SAFETY ISSUES, STATE OF PUBLIC SCHOOLS

CRIME, SCHOOL BOARD, FIGHTS

CRIME, SCHOOLS ARE BELOW AVERAGE

CRIME, STREET QUALITY

CRIME, THE SCHOOLS IN GENERAL

CRIME, TWO DURHAMS "HAVES" AND "HAVE NOTS"

CRIME, WACKOS ON THE SCHOOL BOARD, SAD DOWNTOWN AREA

CRIME COMMITTED BY YOUTH AGAINST EACH OTHER

CRIME-DRUGS

CRIME ESPECIALLY THE GANGS, KILLING

CRIME IN CITY

CRIME INCREASE, SHAKY LEADERSHIP

CRIME RANDOM GUN SHOTS, STREET CLEANLINESS

CRIME RATE

CRIME RATE

CRIME RATE

CRIME RATE

CRIME RATE

CRIME RATE

CRIME RATE

CRIME RATE

CRIME RATE

CRIME RATE AND HOW THE CITY IS PORTRAYED

CRIME RATE, ASSULTS, ROBBERIES & MURDERS

CRIME RATE, DRUGS

CRIME RATE, NOT ENOUGH FOR YOUNG PEOPLE TO DO

CRIME STATISTICS

DAMN HIGH TAXES

DANGEROUS ENVIRONMENT

**Q23. What do you like LEAST about living in the City of Durham? (continued)**

**(Comments transcribed verbatim)**

DIFFICULT TO GET AROUND DUE TO STREET CONSTRUCTION  
DIRTY STREETS, NO SIDEWALKS  
DON'T MAKE ENOUGH MONEY FOR THE WORK I DO  
DOPE, ANY KID CAN FIND IT ON ANY CORNER IN OUR NEIGHBORHOOD  
DRUG HOUSES EVERYWHERE  
DRUGS & CRIMES  
DRUGS, CRIME, GANGS, TOO MANY BLACK CULTURE IDEAS  
DURHAM RESIDENTS ARE OFTEN NOT CONSIDERED FOR EMPLOYMENT  
DURHAM'S IMAGE  
DURHAM'S REPUTATION FOR GANGS & CRIME RATE  
EVERYTHING  
EXCESSIVE NEG HEADLINES, RACIALLY DIVIDED SCHOOL BOARD  
EXORBITANT TAXES & FEES  
FEW SIDEWALKS, NO DOWNTOWN CORE  
GANG ACTIVITY  
GANG ACTIVITY  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS & CRIMES  
GANGS, CRIME RATE  
GANGS, DRUG ISSUES, NOT FEELING SAFE DOWNTOWN  
GANGS, DRUGS ARE MAJOR PROBLEMS  
GANGS, VIOLENCE  
GANGS-CRIME  
GOVERNMENT  
HAPHAZARD SOCIO ECONOMIC LEVELS THROUGHOUT CITY  
HAVE TO DRIVE EVERYWHERE, NO SIDEWALKS OR BIKE LANES  
HIGH COST OF LIVING PER CAPITA, UNAFFORDABLE HOUSING  
HIGH CRIME  
HIGH CRIME RATE  
HIGH TAX RATE  
HIGH TAX RATE 2 IN NORTH CAROLINA  
HIGH TAX RATE FOR WHAT WE RECEIVE, CRIME, PUBLIC SCHOOL  
HIGH TAX RATES  
HIGH TAXES  
HIGH TAXES WITH LOW LEVELS OF CITY SERVICES  
HIGH TAXES, CRIME  
HIGH TAXES, RACIAL DIVISIVENESS, LACK GOVT PROBLEMS  
HIGHEST TAXES LEAST AMOUNT SERVICES  
HIGH TAXES & NO RETURN VALUE AND BAD STREETS  
HOME FIRST, TAKE CARE OF THE PEOPLE WHO STAY IN DURHAM



**Q23. What do you like LEAST about living in the City of Durham? (continued)**

(Comments transcribed verbatim)

HOMELESS

HOMELESS PEOPLE

HORRIBLE "I DON'T GIVE A DAMN" ATTITUDE CITY EMPLOYEES

HOUSE BEEN BROKEN INTO, TRAILER COURT DOWN THE ROAD

HOUSING CODES ENFORCEMENT

HOW FAR APART EVERYTHING IS

HOW POLICE DO NOT INVOLVE THEMSELVES WITH PUBLIC

IMAGE, GANGS, BAD CITY FISCAL MANAGEMENT

IMAGE OF CITY & CRIME RATE

IMPRESSION THAT CITY IS DANGEROUS, RUNDOWN

INADEQUATE PUNISHMENT FOR CRIMINAL ACTIVITY

INCREASE IN CRIME & GANGS

INCREASING TRAFFIC PROBLEMS (15-501) & NEW DEVELOPMENTS

IT'S A LITTLE SLOW TO RESPOND TO COMPLAINTS

IT'S OK

JOBS, NOT ENOUGH SERVICES IN DOWNTOWN DURHAM

LACK OF AID FOR SENIOR CITIZENS LIVING ON LIMITED INCOME

LACK OF CONTROL OVER GROWTH, CRIME

LACK OF COOPERATION, RESPECT ON SCHOOL BOARD

LACK OF PEDESTRIAN AND BICYCLE FACILITIES, NEIGHBORHOOD

LACK OF SAFETY & RISE IN CRIME, UNDESIREABLE REPUTATION

LACK OF THINGS TO DO & HIGH MURDER RATE

LACK OF VIBRANT DOWNTOWN, BAD REPUTATION

LIFE IS CHEAP IN SOME PARTS OF DURHAM

LIGHTING ON OTHER NEIGHBORHOODS & AREAS

LOSING 2 CARS, HOUSE BEING BROKEN INTO

MONEY BEING WASTED & USED INAPPROPRIATELY

MORE BUS SERVICE LATER IN DAY

NC TAXES

NEEDS TO BE MORE COSMOPOLITAN

NEGATIVE IMAGE MAKES ME SAD

NEGATIVE MEDIA

NO CHANCE FOR ADVANCEMENT OR OPPORTUNITIES

NO ENOUGH ENTERTAINMENT CHOICES

NO JOBS, HOSPITAL

NO PAVED ROAD OR SEWER EVEN THOUGH WE ARE IN CITY LIMIT

NO PLACE FOR CONCERT TO ATTEND

NO SAFE RECREATION FOR KIDS, ADULTS, HIGH GAS PRICES

NOT ALL NEIGHBORHOODS ARE SAFE

**Q23. What do you like LEAST about living in the City of Durham? (continued)**

**(Comments transcribed verbatim)**

NOT AS CLEAN OR WELL MAINTAINED AS IT SHOULD BE  
NOT BEING ABLE TO GO DOWNTOWN & FEEL SAFE  
NOT ENOUGH CULTURAL EVENTS THAT CATER TO OUR AREA  
NOT ENOUGH ENTERTAINMENT AS FAR AS CONCERTS  
NOT ENOUGH JOBS, COST OF LIVING IS TOO HIGH  
NOT ENOUGH POLICE PATROLLING BAD PLACES  
NOT ENOUGH SHOPPING AREAS  
NOT ENOUGH SOCIAL SERVICES FOR HISPANICS  
NOT SURE  
NOT TOO MUCH ACTIVITIES TO DO DURING EVENINGS  
NOT VERY BIKEABLE WHICH IS IMPORTANT  
NOTHING  
NOTHING  
ONES IN CHARGE DON'T LISTEN SOMETIMES, MAKE BAD DECISION  
OVER CROWDED  
OVERALL IMAGE OF DURHAM IS POOR, ALMOST EMBARRASSED  
OVERDEVELOPMENT, TOO MUCH COMMERCIALISM & MISUSE ENVIRONMENT  
PEOPLE ARE MORE CONSERVATIVE  
POLICE UNDERPAID  
POLITICS  
POOR MAINTENANCE, INEFFICIENT LOCAL GOVERNMENT & SERVICE  
POOR PUBLIC TRANSPORTATION, LACK OF VARIETY FOOD CHAIN  
POOR SCHOOL RATINGS  
POORLY MAINTAINED RENTAL PROPERTY  
POT HOLES IN STREETS, RACE ISSUES, REPUTATION  
POT HOLES, CONSTRUCTION DOWNTOWN  
PROBLEM RELATED TO LOWER INCOME FAMILIES, DRUGS, CRIME  
PROFESSIONALISM, COURTESY AT RETAIL, RESTAURANTS LOW  
PROJECTS & SECTION 8 HOMES & APARTMENTS  
PROPERTY CRIME RATE  
PUBLIC SCHOOLS ARE A DISSAPOINTMENT  
PUBLIC SCHOOLS FOR CHILDREN NOT GOOD  
RACIAL & ECONOMIC SEGREGATION  
RACIAL TENSION BIGOTRY & NAME CALLING BY CIVIC LEADERS  
RACISM  
RATE OF CRIME & GANGS  
REPUTATION  
REPUTATION  
REPUTATION FOR CRIME  
ROAD CONDITIONS, CRIME, RUNDOWN BUILDING  
ROAD CONSTRUCTION  
ROADS, VIOLENCE  
RR CROSSING AT ELLIS-ANGIER, PETTIGREW RD BACKS UP  
RUNDOWN DOWNTOWN  
SAFETY

**Q23. What do you like LEAST about living in the City of Durham? (continued)**

(Comments transcribed verbatim)

SAFETY

SAFETY CONCERNS

SAFETY-FEELING ANXIOUS, NOT SAFE AFTER DARK

SCANDALS & MISMANAGEMENT IN CITY POLITICS

SCHOOL BOARD & GOVT POLITICS, HIGH TAXES

SCHOOL SITUATION

SCHOOL SYSTEM

SCHOOL SYSTEM

SCHOOL SYSTEM, ROAD CONDITIONS

SCHOOLS & GANGS

SCHOOLS, SCHOOL BOARD TERRIBLE REPUTATION, BLACK POPULATION

SOME AREA HAVE BEEN ABANDONED BY POLICE

STIGMA OF DURHAM BEING A "DANGEROUS" PLACE

STILL A CAR CITY, CRIME RATE, PUBLIC SCHOOLS

STREETS

STREETS

STREETS, POT HOLES, GANGS, CRIME

STREETS ARE HORRIBLE

TAXES

TAXES, BAD HOLES ON STREET

TAXES, CRIMES,STREETS, POLICE PROTECTION

TAXES TOO HIGH

TEMPORARY THE STREETS BEING WORKED ON, TRAFFIC SITUATION

THE CITY IMAGE THAT WE HAVE MORE CRIME THAN OTHER CITIES

THE CITY LOOKS OLD & RUN DOWN

THE CONSTANT TALK OR RACISM IN THE PAPER

THE CONTROL PACS HAVE ON RUNNING THE CITY

THE DAILY UNNECESSARY STRESS OBTAINED

THE DIFFERENCE IN HOW THE CITY ENFORCES RULE IN NEIGHBOOD

THE EMBARRASSMENT OF THE SCHOOL BOARD

THE GANG ACTIVITY

THE GANGS

THE GANGS IN THE CITY PARKS

THE GHETTOS

THE IMAGE OF THE CITY

THE IMAGE THAT THE GANG POPULATION PUTS ON THE CITY

THE INFLUX OF GANGS, INCREASED CRIME & DRUGS

THE KIDS ARE DISRESPECTFUL

THE KILLINGS & GANGS IS OUTRAGEOUS

THE NEGATIVE IMAGE WE CONSTANTLY HAVE TO FIGHT

THE POLITICS OF RACE

THE RACIAL POPULATION IN CITY & COUNTY SCHOOL GOVT

THE RACIST POLITICAL VIEWS BY BOTH SIDES

THE SCHOOL SYSTEMS



**Q23. What do you like LEAST about living in the City of Durham? (continued)**

**(Comments transcribed verbatim)**

THERE IS A GREAT GROWTH & THERE IS MORE & MORE FILTH  
THERE IS TOO MUCH CRIME  
THUGS ON THE AMERICAN TOBACCO TRAIL  
TOO CONGESTED, NOT ENOUGH SECURITY, TOO MANY GANGS  
TOO LITTLE ENTERTAINMENT-HAVE TO GO TO RALEIGH  
TOO MUCH CRIME  
TOO MUCH TAX  
TOO QUIET  
TRAFFIC  
TRAFFIC & ABLE TO GET AROUND  
TRAFFIC AND POOR STREETS  
TRANSPORATATION  
TRAVELING THREW DURHAM DURING RUSH HOUR  
UNCONTROLLED GROWTH WITH REMOVAL OF WOODED AREAS  
UNPLEASANT & UNCONTROLLED GROW OF THE CITY  
UNPRODUCTIVE RACIAL TENSION  
UNSAFE & POOR AREAS  
UNSAFE IN ALL AREAS OF THE CITY  
URBAN SPRAWL, SCHOOL BOARD SQUABBLING, MEDIA IMAGE, GANGS  
VIOLENCE  
VIOLENCE  
VIOLENCE FROM BLACK PEOPLE TOWARDS HISPANICS  
W PAY HIGHER TAXES, STILL PAY FOR ALL CITY SERVICES  
WASTE & CORRUPTION IN CITY GOVERNMENT  
WASTEFUL TAX EXPENDITURES  
WATER PRESSURE SEEMS TO BE DECREASING  
WE DON'T GET OR DO WE FOSTER OVERTLY THE POSITIVE ATTRIBUTES  
WE LOVE DURHAM  
YOUNG MOTHERS ON DRUGS NEED TO TREAT THEIR KIDS BETTER  
YOUTH ARE KILLING OTHERS

**Q24. What is the biggest issue you think the City of Durham will face over the next five years?**

**(Comments transcribed verbatim)**

## 2 STANDARDS OF SCHOOL & CRIME (BOTH DETERRENTS)

## ADEQUATE TRANSPORTATION

## ATTRACTING BUSINESSES FOR DOWNTOWN REVITALIZATION

## BEING ABLE TO COVER ALL THE BONDS THEY PASS

## BETTER MANAGEMENT

# BLACK ON BLACK CRIME, OUR YOUTH KILLING EACH OTHER

## BRINGING CRIME DOWN SO PEOPLE WILL FEEL SAFE

## BUSINESS DEVELOPMENT

## CITIZEN SAFETY, INCREASING PERCENT OF ESL STUDENTS

CITY PLANNING

## CLEANING UP CRIME WHICH HAS DIRECT EFFECT ON BUSINESS

## CLEANING UP SLUMS

## CONTAINING GROWTH, UNEMPLOYMENT

## CONTINUING DEVELOPMENT

## CONTROL OF GROWTH & GANGS

## CORRUPTION OF CITY OFFICIALS

## COST OF LIVING

## CREDIABILITY

# CRIME

CRIME

# CRIME

CRIME

CRIME

# CRIME

# CRIME

# CRIME

# CRIME

# CRIME

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# CRIME

**Q24. What is the biggest issue you think the City of Durham will face over the next five years?**  
**(continued) (Comments transcribed verbatim)**

CRIME  
CRIME & AFFORDABLE HOUSING  
CRIME & GANGS  
CRIME & GANGS  
CRIME & PERCEPTION OF CRIME  
CRIME & SCHOOL SYSTEM  
CRIME, CITY BEAUTIFICATION, SCHOOLS  
CRIME, DRUGS, WASTING OUR TAX DOLLARS  
CRIME, DURHAM HAS A VERY BIG REPUTATION OF CRIME  
CRIME, GANG ACTIVITIES  
CRIME, GANG ACTIVITY  
CRIME, GANGS  
CRIME, GANGS  
CRIME, GANGS  
CRIME, GANGS, GROWTH INCREASE  
CRIME, HOMELESS, GROWING LATINO POPULATION  
CRIME, HOUSING, STREETS  
CRIME, IMAGE, HOUSING  
CRIME, OVERCROWDING  
CRIME, OVERCROWDING, TRAFFIC PROBLEMS  
CRIME, POOR SCHOOL RATINGS  
CRIME, SCHOOLS  
CRIME, SCHOOLS  
CRIME, SCHOOLS & CITY GOVERNMENT  
CRIME, TAXES TOO HIGH  
CRIME AND ITS UNDERLYING CAUSES  
CRIME-GANG RELATED  
CRIME IN ALL PARTS OF THE CITY UNFORTUNATELY  
CRIME IN CITY  
CRIME RATE  
CRIME RATE  
CRIME RATE  
CRIME RATE AND VIOLENCE  
CRIME RATE, VIOLENCE  
CRIME REDUCTION  
CRIME WILL RISE TO ALL TIME HIGH  
CRIMES & GANG KILLINGS  
CRIMES, SCHOOLS  
DECREASING CRIME  
DECREASING GANG ACTIVITY  
DIFFICULTIES W/PUBLIC TRANSPORTATION, & PUBLIC SAFETY  
DISCRIMINATION UNDER THE TABLE



**Q24. What is the biggest issue you think the City of Durham will face over the next five years?**

**(continued) (Comments transcribed verbatim)**

DISGRANTLED RESIDENTS MOVING OUT  
DOWNTOWN DURHAM DEVELOPMENT  
DOWNTOWN DURHAM SHOPS, DIVISION OF RACES, GANGS, CRIME  
DOWNTOWN TRAFFIC  
DRUG HOUSES  
DRUG USE PROBLEMS CAUSING VIOLENCE  
DRUGS  
DRUGS & GANGS  
DRUGS GANGS  
ECONOMIC DEVELOPMENT THAT BENEFITS ALL  
EDUCATION, GANGS, DRUGS ILLEGAL  
EDUCATION, OUR SCHOOL SYSTEM IS A MESS  
EDUCATION, POVERTY  
EDUCATION, SCHOOLS  
EFFECTS OF SELLING OUT TO DEVELOPERS INSTEAD OF LONG TERM PLANNING  
EMPLOYMENT  
FIGHTING THE SYSTEM MENTIONED ABOVE  
FIGHTINING DRUGS AND CRIME  
FINDING A FAIR & BALANCED WAYS TO SPEND TAX DOLLARS  
FISCAL IRRESPONSIBILITY AS ALWAYS  
GANDS-SCHOOLS  
GANG ACTIVITY  
GANG VIOLENCE  
GANG VIOLENCE, MONEY, TOO MANY DURHAM RES DON'T PAY TAX  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS  
GANGS & CRIME  
GANGS & CRIME  
GANGS & DRUGS  
GANGS & DRUGS  
GANGS & VIOLENCE ASSOCIATED WITH THEM  
GANGS, DRUGS & VIOLENCE  
GANGS, DRUGS, YOUTH DROP OUTS, EMPLOYMENT, HOMELESS  
GANGS, SAFETY ISSUES

**Q24. What is the biggest issue you think the City of Durham will face over the next five years?**  
**(continued) (Comments transcribed verbatim)**

GANGS AND MURDER  
GANGS AND VIOLENCE  
GET A SCHOOL BOARD WHOSE MAIN OBJECT IS THE EDUCATION  
GETTING A HANDLE ON CRIME & REVITILZATION OF DOWNTOWN  
GETTING A HANDLE ON GANGS  
GETTING RIDE OF CRIME, HELPING OUT YOUTH  
GETTING THE DOWNTOWN GOING  
GETTING THE PUBLIC EDUCATIONAL SYSTEM WORKED OUT  
GROWING  
GROWTH  
GROWTH  
GROWTH  
GROWTH  
GROWTH  
GROWTH  
GROWTH  
GROWTH & WATER  
GROWTH, HOW TO MANAGE GROWTH  
GROWTH, TRAFFIC AND SCHOOLS  
GROWTH AND TRAFFIC  
GROWTH OF HISPANIC POPULATION  
HISPANIC PEOPLE TAKING OVER JOBS, BUSINESSES  
HOLDING DOWN URBAN SPRAWL, RACIAL POLITICS  
HOMELES FOLKS ON THE STREETS, DRUG PROBLEMS  
HOMELESS, DRUGS, GANGS  
HOMELESS PEOPLE  
HOTROD  
HOUSES RUN DOWN, CITY CLEAN UP  
HOUSING, LACK OF JOB OPPORTUNITIES FOR NON-PROFESSIONAL  
HOW TO GET CITY BACK ON THE RIGHT TRACK  
HOW TO GET COMPANIES IN THE DOWNTOWN AREA  
HOW TO INTENTIONALLY & SUCCESSFULLY PLAN FOR GROWTH  
IF CRIME CONTINUES THE WAY IT IS, IT WILL GET WORSE  
ILLEGAL IMMIGRANTION  
IMAGE IMAGE IMAGE  
IMPROVE SCHOOL SYSTEM  
IMPROVEMENTS, DIFFERENT RACES WORK TOGETHER  
IMPROVING CITY'S QUALITY OF EDUCATION FOR ALL RACES  
IMPROVING DURHAMS IMAGE  
IMPROVING PUBLIC SCHOOLS & DEALING WITH GANGS  
IMPROVING SCHOOL SYSTEM, REDUCTION OF CRIME, GANGS  
IMPROVING SCHOOLS, IMPROVING PERCEPTION, GOOD GROWTH  
IMPROVING THE IMAGE-AFTER TELEVISED SCHOOL BOARD MEETINGS  
IMPROVING THE SCHOOL SYSTEM

**Q24. What is the biggest issue you think the City of Durham will face over the next five years?**  
**(continued) (Comments transcribed verbatim)**

INCREASED CRIME, POVERTY  
INCREASED POPULATION & CRIME DUE TO DRUG DEPENDENCY  
INCREASING TRAFFIC, LOSS OF JOBS  
INDISCIPLINE AMONG THE YOUTH WHICH RESULTS IN CRIME  
INEFFECTIVE CITY/COUNTY COOPERATION & LEADERSHIP  
INFRASTRUCTURE LAGGING BEHIND POPULATION GROWTH  
IT'S NOT SAFE TO GO OUTSIDE AT NIGHT  
ITS POPULATION, TRAFFIC  
JOB SITUATION  
JOBS  
KEEPING UP WITH SUBURBAN DEVELOPMENT CITY IS ATTRACTIVE  
LACK OF POLICE  
LANGUAGE, CULTURAL, SENSITIVITY & INCLUSION OF LATINOS  
LEADERSHIP DOESN'T HAVE A CLUE ABOUT CITY GOVERNMENT  
LESS JOBS AND LESS ACTIVITIES FOR THE YOUTH  
LIVEN UP DOWNTOWN AREA & MAKE IT SAFE PLACE AT NIGHT  
LONG OVER DUE PAY RAISE FOR ALL CITY WORKERS  
LOTTERY  
LOWER QUALITY OF LIFE FOR RESIDENTS DUE TO OVERPOPULATION  
MAINTENANCE AND REPAIR OF STREET  
MAJOR CRIME, GANGS, TOO MUCH GROWTH  
MANAGE GROWTH, REVITALIZATION OF DOWNTOWN  
MANAGING GROWTH  
MANAGING GROWTH IN TERMS OF CRIME, TRAFFIC, LIFE QUALITY  
MANAGING GROWTH WITHOUT DESTROYING NATURAL SPACES  
MIGRATION  
MISHANDLING OF TAXPAYERS MONEY  
MORE CRIME  
MORE TAXES  
NEED MORE SCHOOLS, MEDICAL FOR SENIORS W/LIMITED INCOME  
NEGATIVE IMAGE MAKES ME SAD  
NEIGHBORHOOD DECLINE IN CENTRAL DURHAM  
NOT ATTRACTING BUSINESSES  
NOT BEING ABLE TO SUPPORT THE INCREASE OF RESIDENTS  
NOT ENOUGH SPACE  
NOT TAKING CARE OF SENIOR CITIZENS, STOP GANG VIOLENCE  
OVER POPULATION  
OVER POPULATION  
OVER POPULATION OF THE CITY  
OVERCOMING NEGATIVE REPUTATION  
OVERCROWDED SCHOOL  
OVERCROWDING  
OVERDEVELOPMENT



**Q24. What is the biggest issue you think the City of Durham will face over the next five years?**  
**(continued) (Comments transcribed verbatim)**

PARKING TOO BUSY HWY WILL CAUSE BIGGER TRAVEL JAM  
PEOPLE LEAVING & BUSINESS GOING OUT, POOR ROAD CONDITION  
PEOPLE MOVING RALEIGH CARY CHAPEL HILL  
PLANNING & CONTROL GROWTH, MONITORING GROWTH, TREE LOSS  
POLICE ENFORCEMENT ON CRIME & FIND HOMES FOR HOMELESS  
POVERTY  
POVERTY  
PUBLIC PERCEPTION FROM OUTSIDE DURHAM, SCHOOLS  
PUBLIC SAFETY AT NIGHT  
PUBLIC TRANSPORTATION & PARKING  
QUALITY OF SCHOOLS  
RACE RELATIONS  
RACIAL PROBLEMS  
RACIAL TENSION, PROHIBITION RELATED CRIME  
RACISM, CRIME  
RAISES TAXES  
RAPID GROWTH & SPRAWL, ATTENDANT TRANSPORTATION PROBLEM  
REDEVELOPMENT IN DOWNTOWN  
RENOVATE DOWNTOWN  
REPUTATION  
RETAINING CURRENT CITIZENS  
REVITALIZATION, JOBS, CRIME  
REVITALIZING DOWNTOWN  
REVITILZATION AND WELL PLANNED GROWTH, IMPROVING SCHOOL  
RISE IN GANG ACTIVITIES & HOUSING PRICES  
ROADS, ROAD IMPROVEMENTS  
SCHOOL ISSUES  
SCHOOL SYSTEM  
SCHOOL SYSTEM  
SCHOOLS, DRUGS  
SERVING HOMELESS & SENIOR CITIZENS  
SPANISH SPEAKING INFLUX AND PROVIDING FOR IT  
SPRAWL IS KILLING ALL THE NICE GREEN PATCHES  
STREET MAINT, KEEP TAXES DOWN  
STREET MAINTENANCE  
TAXES  
TAXES, HOUSING  
TAXES AND OVERCROWDING  
TAXPAYER IS PAYING FOR EVERTHING-NON TAX PAYERS BENEFIT  
THE CITY STREETS  
THE OVERALL IMAGE AND GROWING CRIME DUE TO GANGS  
THE SCHOOL SYSTEM  
THE STREETS HAVE LOTS OF HOLES AND BROKEN PAVEMENT  
THE VANISHING MIDDLE CLASS

**Q24. What is the biggest issue you think the City of Durham will face over the next five years?**

**(continued) (Comments transcribed verbatim)**

TOO MANY ILLEGALS MOVING IN  
 TOO MANY PEOPLE IN ONE HOUSE, JUNK CARS  
 TOO MANY TO NAME, BAD SCHOOLS, HATRED, RACISM  
 TRAFFIC  
 TRAFFIC  
 TRAFFIC, POLLUTION  
 TRAFFIC, SIDEWALKS, BIKE LANES, SAFETY, POLLUTION  
 TRAFFIC, TOO MANY PEOPLE NOT ENOUGH SPACE OR ROAD  
 TRAFFIC AND OVERCROWDING  
 TRAFFIC PROBLEMS  
 TRAFFIC PROBLEMS  
 TRAFFIC PROBLEMS  
 TRANSIT ISSUES DUE TO GROWTH  
 TRANSPORT & MANAGE GROWTH  
 TRANSPORTATION ISSUES-COMMUTER TRAIN  
 TRANSPORTATION, NEED FOR MASS TRANSIT, LIGHT RAIL  
 TRANSPORTATION, WE ARE NOT KEEPING UP WITH THE GROWTH  
 TRYING TO IMPROVE CITY'S IMAGE  
 UNEMPLOYMENT  
 URBAN PLANNING, GROWTH  
 USING OUR TAX MONEY MORE WISELY-LESS WASTE  
 VIOLENCE  
 VIOLENT CRIME, DRUG TRAFFIC, GANGS  
 VIOLENT GANGS  
 WATER, ROADS  
 WATER SHORTAGE, SUPPLY NOT KEEPING UP WITH GROWTH  
 WATER USAGE  
 WE ARE TAXING PEOPLE TOO MUCH  
 WE CAN NOT CONTINUE TO FUND ALL THESE PROGRAMS  
 WHETHER THE DEVELOPMENT CAN TRIUMPH OVER THE VIOLENCE  
 WORKING OUT THE UNDERGROUND TRANSIT SYSTEM

**Q25. Approximately how many years have you lived in Durham?**

Q25 Years lived in Durham	Number	Percent
1=Less than 5 years	69	16.2 %
2=5-10 years	84	19.8 %
3=11-20 years	56	13.2 %
4=More than 20 years	212	49.9 %
9=Not provided	4	0.9 %
Total	425	100.0 %

**Q26. What is your age?**

Q26 What is your age	Number	Percent
Under 35 years	86	20.2 %
35-44 years	105	24.6 %
45-54 years	87	20.4 %
55-64 years	64	15.0 %
65-74 years	49	11.5 %
75+ years	33	7.7 %
Not provided	2	0.5 %
Total	426	100.0 %

**Q27. Do you have access to the Internet at home?**

Q27 Have access to Internet at home	Number	Percent
1=Yes	298	70.0 %
2=No	125	29.3 %
9=Not provided	3	0.7 %
Total	426	100.0 %

**Q28. Do you have access to the Internet at work?**

Q28 Have access to Internet at work	Number	Percent
1=Yes	235	55.2 %
2=No	82	19.2 %
9=Not applicable	109	25.6 %
Total	426	100.0 %

**Q29. What is your gender?**

Q29 What is your gender	Number	Percent
1=Female	230	54.0 %
2=Male	196	46.0 %
Total	426	100.0 %



**Q30. Do you own or rent your current residence?**

Q30 Own or rent current residence	Number	Percent
1=Own	314	73.7 %
2=Rent	109	25.6 %
9=Not provided	3	0.7 %
Total	426	100.0 %

**Q31. Which of the following best describes your race/ethnicity?**

Q31 Best describes race/ethnicity	Number	Percent
1 = Asian/Pacific Islander	5	1.2 %
2 = White	177	41.5 %
3 = American Indian/Eskimo	2	0.5 %
4 = Black/African American	205	48.1 %
5 = Other	25	5.9 %
9 = Not provided	15	3.5 %
Total	429	

**Q31. Other:**

Q31 Other	Number	Percent
HISPANIC=	21	91.3 %
LATINO=	1	4.3 %
PUERTO RICAN=	1	4.3 %
Total	23	100.0 %

**Q32. Are you of Hispanic, Latino, or other Spanish ancestry?**

Q32 Of Hispanic Latino or Spanish ancestry	Number	Percent
1=Yes	34	8.0 %
2=No	384	90.1 %
9=Not provided	8	1.9 %
Total	426	100.0 %

**Q33. Would you say your total annual household income is:**

<u>Q33 Total annual household income</u>	<u>Number</u>	<u>Percent</u>
1=Under \$30,000	96	22.5 %
2=\$30,000-\$59,999	118	27.7 %
3=\$60,000-\$99,999	99	23.2 %
4=\$100,000 or more	57	13.4 %
9=Not provided	56	13.1 %
Total	426	100.0 %

**Q34. What is your home zip code?**

<u>Q34 Zip code</u>	<u>Number</u>	<u>Percent</u>
Not provided =	1	0.2 %
27701=	51	12.0 %
27703=	72	16.9 %
27704=	60	14.1 %
27705=	42	9.9 %
27707=	110	25.8 %
27712=	14	3.3 %
27713=	76	17.8 %
Total	426	100.0 %

*Section 5:*  
*Survey Instrument*

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## 2005 City of Durham Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to citizen concerns. If you have questions, please call Durham OneCall at 560-1200.

Are you a resident of the City of Durham?

If YES: please continue

If NO: the survey is intended for Durham residents. You do not need to complete the survey

1. Major categories of services provided by the City of Durham are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Overall quality of police protection	5	4	3	2	1	9
B. Overall quality of fire protection and rescue services	5	4	3	2	1	9
C. Overall maintenance of city streets and infrastructure	5	4	3	2	1	9
D. Overall quality of city water and sewer utilities	5	4	3	2	1	9
E. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
F. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
G. Overall effectiveness of city communication with the public	5	4	3	2	1	9
H. Overall flow of traffic in the City	5	4	3	2	1	9
I. Overall quality of the City's public transit system	5	4	3	2	1	9

2. Which **THREE** of the items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write the letters below for your top 3 choices using the letters from the list in Question 1 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

3. Several items that may influence your perception of the City of Durham are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Overall quality of services provided by the City of Durham	5	4	3	2	1	9
B. Overall appearance of the City	5	4	3	2	1	9
C. Overall image of the City	5	4	3	2	1	9
D. How well the City is planning growth	5	4	3	2	1	9
E. Overall quality of life in the City	5	4	3	2	1	9
F. Overall quality of your neighborhood	5	4	3	2	1	9
G. Overall value you receive for your City taxes and fees	5	4	3	2	1	9

4. **Public Safety.** Using a scale of 1 to 5 where 5 means “very safe” and 1 means “very unsafe,” please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>		<i>Very Safe</i>	<i>Safe</i>	<i>Neutral</i>	<i>Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
A.	When walking alone in your neighborhood during the day	5	4	3	2	1	9
B.	When walking alone in your neighborhood at night	5	4	3	2	1	9
C.	When walking alone in the nearest City park to your home during the day	5	4	3	2	1	9
D.	When walking alone in the nearest City park to your home at night	5	4	3	2	1	9
E.	When visiting City recreation centers	5	4	3	2	1	9
F.	In Downtown Durham	5	4	3	2	1	9
G.	In the City of Durham overall	5	4	3	2	1	9

5. **Please indicate whether you or other members of your household have done the following activities during the past year by circling YES or NO for each of the items listed below.**

- A. Used a City recreation center ..... YES..... NO
- B. Used a City swimming pool ..... YES..... NO
- C. Participated in City athletic programs ..... YES..... NO
- D. Participated in other City recreation programs ..... YES..... NO
- E. Visited a neighborhood or City park ..... YES..... NO
- F. Attended a City sponsored meeting ..... YES..... NO
- G. Ridden a City bus ..... YES..... NO
- H. Attended a class at the Durham Arts Council..... YES..... NO
- I. Attended an event at the Carolina Theater..... YES..... NO
- J. Attended an event at the Durham Bulls Athletic Park..... YES..... NO
- K. Visited the Hayti Heritage Center ..... YES..... NO
- L. Attended the Bimbe Cultural Arts Festival..... YES..... NO
- M. Attended the City's Senior Holiday Party..... YES..... NO
- N. Attended the City's Easter Egg Hunt..... YES..... NO
- O. Attended the City's 4<sup>th</sup> of July Celebration..... YES..... NO
- P. Disposed of materials at the City's household hazardous waste disposal center ..... YES..... NO
- Q. Used one of the City's drop-off recycling centers ..... YES..... NO
- R. Composted materials (e.g., food waste)..... YES..... NO
- S. Purchased mulch, compost or topsoil at the City's yardwaste facility ..... YES..... NO
- T. Called Durham OneCall (560-1200) ..... YES..... NO
- U. Visited Downtown Durham ..... YES..... NO

6. **Communication.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How Satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	The availability of information about City programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	The level of public involvement in local decisions	5	4	3	2	1	9

**7. Do you think the level of public involvement in the City of Durham is:**

- \_\_\_(1) Too high – the City provides too many opportunities for public involvement  
 \_\_\_(2) About right  
 \_\_\_(3) Too low – the City does not provide enough opportunities for public involvement  
 \_\_\_(9) Don't know

**8. Which of the following do you use to get information about the City of Durham?** (check all that apply)

- \_\_\_(01) The City's Citizens Report (printed as an insert in the newspaper)      \_\_\_(06) Other local newspapers  
 \_\_\_(02) The Durham Citizen's newsletter (with water bill)      \_\_\_(07) City Cable Channel 8  
 \_\_\_(03) City website (www.durhamnc.gov)      \_\_\_(08) Durham OneCall (560-1200)  
 \_\_\_(04) Herald Sun Newspaper      \_\_\_(09) Local radio  
 \_\_\_(05) News and Observer Newspaper      \_\_\_(10) Television news  
 \_\_\_(11) Other: \_\_\_\_\_

**9. Parks and Recreation. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

<i>How Satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. City parks	5	4	3	2	1	9
B. City playgrounds	5	4	3	2	1	9
C. Greenways and trails in the City	5	4	3	2	1	9
D. City recreation centers	5	4	3	2	1	9
E. City swimming pools	5	4	3	2	1	9
F. Outdoor athletic fields (e.g., baseball, soccer, and flag football)	5	4	3	2	1	9

**10. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?** [Write in the letters below using the letters from the list in Question 9 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_

**11. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

<i>How Satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A. Street maintenance and repair	5	4	3	2	1	9
B. Condition of major city streets	5	4	3	2	1	9
C. Condition of streets in YOUR neighborhood	5	4	3	2	1	9
D. Condition of sidewalks in the City	5	4	3	2	1	9
E. Condition of street signs and traffic signals	5	4	3	2	1	9
F. Cleanliness and appearance of medians and roadsides	5	4	3	2	1	9
G. Mowing and tree trimming along city streets and other public areas	5	4	3	2	1	9
H. Adequacy of city street lighting	5	4	3	2	1	9
I. Condition of City parks	5	4	3	2	1	9
J. Cleanliness of City streets	5	4	3	2	1	9
K. Cleanliness of stormwater drains and creeks in your neighborhood	5	4	3	2	1	9

**12. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?** [Write in the letters below using the letters from the list in Question 11 above].

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_



13. **About how often during the past year have you been seriously inconvenienced by standing water in the streets of your neighborhood after a rainstorm?**  
 \_\_\_\_ (1) Almost after every rain  
 \_\_\_\_ (2) Only after every heavy rain  
 \_\_\_\_ (3) Only after some heavy rains  
 \_\_\_\_ (4) Never  
 \_\_\_\_ (9) Don't know

14. **Code Enforcement:** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<b>How Satisfied are you with:</b>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Enforcing the clean up of junk and debris on private property	5	4	3	2	1	9
B.	Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
C.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
D.	City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9

15. Which TWO of the code enforcement items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 14 above].

1<sup>st</sup>. \_\_\_\_ 2<sup>nd</sup>. \_\_\_\_

16. **City Utility Services.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<b>How Satisfied are you with:</b>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	City trash collection services	5	4	3	2	1	9
B.	City curbside recycling services	5	4	3	2	1	9
C.	Bulky item pick up/removal services (old furniture, appliances. etc.)	5	4	3	2	1	9
D.	City yardwaste (leaf and tree limbs) collection services	5	4	3	2	1	9
E.	Quality of drinking water	5	4	3	2	1	9
F.	Wastewater services	5	4	3	2	1	9

17. During the past year, have you or other members of your household contacted the City of Durham to seek services, ask a question, or file a complaint?

\_\_\_\_ (1) Yes [answer Q 17a-e]  
 \_\_\_\_ (2) No [go to Q 18]

- 17A-E. [Only if "YES" to Question 17] Using a 5-point scale where 5 means "very satisfied" and 1 means "very dissatisfied, " please rate your satisfaction with the City employees you have contacted with regard to the following:

<b>How Satisfied are you with:</b>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	How easy they were to contact	5	4	3	2	1	9
B.	The courtesy of employees	5	4	3	2	1	9
C.	The accuracy of the information and assistance you were given	5	4	3	2	1	9
D.	The time it took for your request to be answered	5	4	3	2	1	9
E.	How well your issue was handled	5	4	3	2	1	9

**18. Please indicate whether any of the following are issues have been problems in your neighborhood during the past year by circling YES or NO for each of the items listed below.**

- A. Abandoned cars ..... YES..... NO  
 B. Dilapidated or run-down houses or buildings ..... YES..... NO  
 C. Problems with overgrown weeds in yards or the  
     medians or along roadsides ..... YES..... NO  
 D. Graffiti ..... YES ..... NO  
 E. Garbage or yardwaste containers on the curb when it  
     is not a garbage collection day ..... YES..... NO

**19. Overall Ratings of the City. Using a scale of 1 to 5 where 5 means “excellent” and 1 means “poor,” please rate the City of Durham with regard to the following:**

<b>How would you rate the City of Durham</b>		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to work	5	4	3	2	1	9
D.	As a place to retire	5	4	3	2	1	9
E.	As a place to visit	5	4	3	2	1	9
F.	As a City that is moving in the right direction	5	4	3	2	1	9

**20. How willing would you be to pay a slight increase in taxes to fund improvements to City services?**

- \_\_\_\_ (1) Very willing  
 \_\_\_\_ (2) Willing  
 \_\_\_\_ (3) Not sure  
 \_\_\_\_ (4) Not willing

**21. How willing would you be to pay fees to fund improvements to City services that you use or benefit from?**

- \_\_\_\_ (1) Very willing  
 \_\_\_\_ (2) Willing  
 \_\_\_\_ (3) Not sure  
 \_\_\_\_ (4) Not willing

**22. [Optional] What do you like BEST about living in the City of Durham?**

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**23. [Optional] What do you like LEAST about living in the City of Durham?**

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**24. [Optional] What is the biggest issue you think the City of Durham will face over the next five years?**

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**25. Approximately how many years have you lived in Durham?**

- \_\_\_\_ (1) Less than 5 years  
 \_\_\_\_ (2) 5-10 years  
 \_\_\_\_ (3) 11-20 years  
 \_\_\_\_ (4) More than 20 years

**26. What is your age?**

- |   |  |
|---|--|
| <input type="checkbox"/> (1) Under 25 years | <input type="checkbox"/> (5) 55-64 years |
| <input type="checkbox"/> (2) 25-34 years    | <input type="checkbox"/> (6) 65-74 years |
| <input type="checkbox"/> (3) 35-44 years    | <input type="checkbox"/> (7) 75+ years   |
| <input type="checkbox"/> (4) 45-54 years    |  |

**27. Do you have access to the Internet at home?**

- ☐ (1) Yes  
☐ (2) No

**28. Do you have access to the Internet at work?**

- ☐ (1) Yes  
☐ (2) No  
☐ (9) Not applicable (do not work)

**29. What is your gender?**

- ☐ (1) Female  
☐ (2) Male

**30. Do you own or rent your current residence?**

- ☐ (1) Own  
☐ (2) Rent

**31. Which of the following best describes your race/ethnicity? (check all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> (1) Asian/Pacific Islander | <input type="checkbox"/> (4) Black/African American |
| <input type="checkbox"/> (2) White                  | <input type="checkbox"/> (5) Other: _____           |
| <input type="checkbox"/> (3) American Indian/Eskimo |   |

**32. Are you of Hispanic, Latino, or other Spanish ancestry?**

- ☐ (1) Yes  
☐ (2) No

**33. Would you say your total annual household income is:**

- |   |   |
|---|---|
| <input type="checkbox"/> (1) Under \$30,000       | <input type="checkbox"/> (3) \$60,000 to \$99,999 |
| <input type="checkbox"/> (2) \$30,000 to \$59,999 | <input type="checkbox"/> (4) \$100,000 or more    |

**34. What is your home zip code? \_\_\_\_\_**

**If you have other comments about ways to improve the quality of City services, please write your comments in the space below (and continue on the back page if needed).**

**This concludes the survey. Thank you for your time!**

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061



**OPTIONAL COMMENTS (Continued):**

Your responses will remain completely confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having difficulties with city services. If your address is not correct, please provide the correct information. Thanks.